



## International Solutions

# Claim Capabilities for Multinational Customers

In today's multinational business environment, your company may have sales territories or business operations that extend beyond U.S. borders. If an employee becomes injured while traveling, if your business sustains damage to its overseas property, or if your overseas supplier is unable to deliver your materials, you need a global insurance carrier with multi-jurisdictional capabilities to manage your claim.

### **A trusted partner, nearby**

CNA has regional offices throughout the U.S., Canada, Europe and Asia. We have Underwriting, Risk Control and Claim professionals who understand the unique needs of your business environment and can deliver the right solutions for your business.

### **CNA ComPass™ Connects CNA to the World**

CNA ComPass™ is a proprietary platform that streamlines communications between CNA and its network partners around the globe. CNA ComPass™ not only arranges for the issuance of local admitted policies but also provides for consistent and seamless claim handling, from reporting to resolution. This state of the art platform allows for real time reporting and up to date local admitted policy status. The result is a global account management process, that allows CNA's Multinational Claims team to oversee claims, policy issuance and billing and collections for our Insured.

**International scale, with local feel:** Our claim-handling model is delivered via local presence, and bolstered with an in-depth knowledge of your jurisdiction's trends, challenges and requirements. Through our network of international offices, CNA offers fair, efficient and jurisdictionally compliant claim services across all of our lines of business in over 190 countries that we serve.

### **Our best asset is our people**

Your claim will be coordinated and overseen by a team of experienced Claim professionals, who are well-versed in issues concerning technical, cultural and regulatory compliance. These issues can present complex challenges to both your business operations and how your claim is handled in the country or jurisdiction where you are conducting business.

CNA's team of multinational Claim professionals ensures that you and your business receive a seamless claim-handling experience:

A **Global Claim Coordinator** oversees the coordination, management and service delivery that arises for claims pertaining to your international insurance coverage and acts as a relationship liaison between the network offices and the master territory. This professional will act as your main point of contact for any issues relating to your international claims, and comes equipped with jurisdictional knowledge to provide you with meaningful information and updates on topical claims.

Your Global Claim Coordinator will work with you and your broker to formalize appropriate claim service, which will be tailored to the unique needs of your multinational business. Within a Claim Procedure Guide, your Global Claim Coordinator will detail country or jurisdictionally specific details on claims reporting, local claims-handling processes and relevant contact information for local and U.S.-based Claim professionals.

Our **network of international offices** provides you with experienced Claim professionals who are local to the country or jurisdiction in which your loss occurred. These professionals are authorized to manage claims arising under your business' locally admitted policies, and have the expertise to coordinate these local claims, where applicable, with your business' larger multinational insurance coverage (the "Master Policy").

CNA's team of **U.S.-based International Claim professionals** specialize by line of business, and offer technical and accurate management of claims arising under your business' Master Policy. Backed by an operational and regulatory framework, these professionals quickly and efficiently handle your claims with minimal disruption to your business. Our professional expertise includes:

- Our Multinational General Liability claims experts are on hand to guide our insured's through the complexities of General Liability Claims, as they arise around the world. With jurisdictional expertise ranging from Product Liability, Third Party Property Damage, through to General Liability and Employers' Liability, our team is a trusted resource. Working with the Network offices, the broker and the insured striving to ensure the best possible outcomes on a claim-by-claim basis.
- Property adjusters who are adept at sourcing and managing the appropriate resources to restore your company's overseas operations after a loss.
- Workers' Compensation and Defense Base Act specialists who are proactively responsive to your injured worker when he or she becomes injured overseas, while bringing resolution to the claim.
- Through our offices in the United States and further afield, we have access to trusted internal and external litigation counsel and, where necessary, independent adjusting firms that are ready to step in and protect your business when the need arises.

For additional information on our products and services, contact your independent agent or visit [cna.com](https://www.cna.com) today.