



Leavitt Small Business Contacts

Underwriting office hours 9:00 – 5:30 CST

Small Business Portfolio Underwriter

Angela Burks all states 913-661-3154 Angela.Burks@cna.com

Small Business Technology Underwriters

| | | | |
|-------------------|---|--------------|--|
| Jeffrey Dussault | AR, Dallas, DE, MN, ND, OH, OK, PA, SD, WV, & WI | 407-804-6031 | Jeffrey.Dussault@cna.com |
| Jonathan Stoeckle | IL, San Diego, & San Francisco | 913-661-2741 | Jonathan.Stoeckle@cna.com |
| Joy Jordan | AL, Austin, GA, IN, KY, LA, MI, MS, NC, SC, & TN | 407-988-4714 | Joy.Jordan@cna.com |
| Lisa Gyles-Banham | ID, Los Angeles, MT, OR, Orange County, & WA | 407-804-7147 | Lisa.Gyles-Banham@cna.com |
| Lorna Jackson | CT, FL, MA, ME, NH, NY, RI, & VT | 407-804-7580 | Lorna.Jackson@cna.com |
| Pamela Polk | AZ, CO, Houston, IA, KS, MO, NE, NM, NV, UT, & WY | 407-804-2258 | Pamela.Polk@cna.com |
| Waleska Lopez | DC, MD, NJ, Reading, & VA | 407-804-7585 | Waleska.Lopez@cna.com |

Small Business Life Sciences Underwriters

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|------------------|---|--------------|--|
| Angela Fisher | IL | 407-804-7626 | Angela.Fisher@cna.com |
| Dan Nguyen | AL, AR, CA, FL, MS, OK, TN, & TX | 407-804-7165 | Dan.Nguyen@cna.com |
| Danielle Roberts | DC, DE, IN, MD, MO, NJ, OH, PA, VA, & WV | 610-320-4114 | Danielle.Roberts@cna.com |
| Lynn Campbell | GA, IA, ID, KC, KY, LA, MI, MT, NC, NE, OR, SC & WA | 704-362-5767 | Lynn.Campbell@cna.com |
| Michael Burfield | AZ, CO, MN, NV, NM, ND, SD, UT, WI, WY, & San Francisco | 610-320-3661 | Michael.Burfield@cna.com |
| Michael Hooker | CT, MA, ME, NH, NY, RI, & VT | 407-804-7134 | Michael.Hooker@cna.com |

Small Business Sales Executive

Tim Jackson Sales Executive 312-632-0369 Tim.Jackson@cna.com

Small Business Leadership

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|-----------------|---|--------------|--|
| David Strunk | AVP, Small Business Underwriting | 407-804-7587 | David.Strunk@cna.com |
| Ben Schillinger | Small Business Underwriting Director, Northwest | 913-661-3171 | Benjamin.Schillinger@cna.com |
| Michael Donner | AVP, Production and Sales | 303-858-4410 | Michael.Donner@cna.com |
| Carlos Pitts | Tech / Life Sciences Small Business UW Director | 407-804-7189 | Carlos.Pitts@cna.com |

CUSTOMER SUPPORT

Available 24 hours a day, 7 days a week for new business on-line quote and issuance processing for CNA Connect, Commercial Auto, Workers' Compensation and Umbrella business.

Customer Support Center

Contact the Call Center for status on new business, renewals, endorsements, CNA Central support, and all other service support questions

Toll Free: 800-CNA-HELP (800-262-4357)

E-mail: cnahelp@cnacentral.com
CIC@cnacentral.com

Claim Fraud

Report Claim Fraud to CNA's Special Investigations Unit (SIU)

Toll Free: 866-262-3116

Email: fraud@cna.com

Mail – not payments

Send U.S. mail to:

CNA Processing Operation
US Mail:
PO Box 958484
Lake Mary, FL 32746-8484

Send overnight mail to:

CNA Processing Operation
500 Colonial Center Parkway
Lake Mary, FL 32746

New Business

Send all New Business requests via email or fax as indicated below:

Middle Market/Customer Express - CNANewBusiness@CNA.com Inland

Marine - CNANewBusiness@CNA.com

International Only - CNANewBusiness@CNA.com

Specialty Lines - CNANewBusiness@CNA.com

Small Business - All requests should be submitted via CNA Central or Real-Time Quote

Do not send new business to the branch or underwriter, as it may delay processing.

Endorsements & Quality Letters

All endorsement requests can be processed via CNA Central 'Endorse Policy' navigation link. If we made an error on your new business, renewal, or endorsement policy, please complete and fax the quality letter that was attached to the transaction. *Do not send endorsements to the branch or underwriter, as it may delay processing.*

E-mail: [CIET@cna.com](mailto:CJET@cna.com)

Small Business Service Center Contracted Agents Only

Contact the Licensed CSR staff for status on new business, renewals, endorsements, certificates of insurance, etc., for SERVICE CENTER ACCOUNTS ONLY

Toll Free: 877-724-2669

Fax: 877-763-5122

E-Mail: sbsc@cna.com

Billing and Collections

Contact the Customer Support Center for billing, commission or payment inquiries at:

Toll Free: 877-276-7507

E-mail: CIDIRECTBILL@cnacentral.com

For Direct Bill Commissions:

E-mail: CIDBCommissions@cnacentral.com

For Agency Bill:

Email: CIAgencyBill@cnacentral.com

Payment Information

Direct Bill checks should be made payable to CNA and mailed via USPS to:

CNA INSURANCE
PO BOX 74007619
CHICAGO IL 60674-7619

Urgent payments should be made via:

www.cna.com
by selecting PayMyBill

Cancellations, Reinstatements, Filings and Claim Kits

Toll Free: 877-574-0540

Fax: 866-261-0604

E-mail: FSRMail@cnacentral.com

Loss Runs & DMV Changes

E-mail: dmv.info@cna.com

Premium Audit

EAST (CT, DE, DC, MA, MD, ME, NH, NJ, NY, PA, RI, VA, VT, WV)
CNA Premium Audit Department
One Meridian Boulevard
Wyomissing PA 19610

ALL OTHER

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500 Colonial Center Parkway
Lake Mary, FL 32746

PO Box 958486
Lake Mary, FL 32746-8686

1-800-CNA-HELP (1-800-262-4357)

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