



## Affinity Programs

# Lawyers' Professional Liability Claim Services

## Help Your Law Firm Get Back to Business

At CNA, we understand that no matter how prepared you are for the unexpected, there's always the possibility you may need to file a claim. And should you ever need to, our experienced Lawyers Professional Liability claim team is ready to handle your claim accurately and efficiently, so you can get back to doing what you do best.

### CNA's Lawyers Professional Liability Claim Team

- The majority of our Lawyers Professional Liability claim professionals are attorneys with an average of more than 16 years of claim legal experience.
- CNA's claim team has customer centers staffed with dedicated specialists with extensive experience in defending law firms.
- Our claim professionals are highly experienced in the jurisdictions where they work, leveraging their knowledge of state laws and procedures.

### Our Claim Satisfaction Survey Reflects How Customer Respondents View Working with CNA\*

- 99% were satisfied with the level of communication with their legal counsel.
- 99% of the legal counsel customers worked with allowed for meaningful and ongoing input in developing a resolution strategy.
- 97% found reporting their claim was an easy process.
- 97% agreed that the CNA claim professional was courteous and professional.
- 96% received a confirmation that their claim was received within 24 hours of reporting it.

\* 2014 Lawyers Professional Liability Claims Customer Satisfaction Survey

### Here Are Some Recent Examples of CNA's Customer Feedback

- "My CNA claim team and assigned counsel were not only courteous and professional, but were knowledgeable and reassuring in a time of concern for any practicing attorney and this was greatly appreciated."
- "I really appreciate your firm's understanding of the legal process and the stress associated with a claim/potential claim. You are very proactive."
- "I appreciate the fact that counsel keeps me fully informed and discusses strategies with me, especially since there is no substance to the claim and the claimants have absolutely no damages."
- "I think highly of CNA and am always treated with respect and courtesy and in a very timely and prompt manner. Great insurance company with a great staff. Thank you."

With more than 100 years of experience and an "A" rating for financial strength, CNA policyholders know we'll be there for them when they need us the most.

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For more information visit [cna.com/lawyers](http://cna.com/lawyers).



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1200 East Glen Avenue, Peoria Heights, IL 61616-5348  
Direct all inquiries to: Retention Team  
Toll Free: 800.322.2488 Fax: 866.817.9009  
[www.pearlinsurance.com](http://www.pearlinsurance.com) [lawyersales@pearlinsurance.com](mailto:lawyersales@pearlinsurance.com)