



Company Profile Questionnaire – 2011

1. Company Name: CNA Insurance

Contact Name: Michael Powell Title: Branch Vice President

Address: 801 Warrenville Road, Suite 700

City: Lisle State: IL Zip: 60532

Phone: 630-719-3050 Fax: 312-260-4582

Email: michael.powell@cna.com Website: www.cna.com

2. Home Office Location

Address: 333 S. Wabash Ave.

City: Chicago State: IL Zip: 60604

Phone: 312-810-8111 Fax: _____

3. In what states do you do business?

CNA does business in all 50 states throughout the US, in addition to Canada, South America and Europe.

4. Percent of business written through:
 Independent Agents: 100 % and direct 0 %

% of Split Business		Written Premium \$\$	IL Only Written Premium \$\$
Commercial Lines	<u>55</u> %	\$ <u>3.2 B</u>	\$ _____
Personal Lines	<u>0</u> %	\$ _____	\$ _____
Specialty	<u>45</u> %	\$ <u>2.7 B</u>	\$ _____
Health		\$ _____	\$ _____
Life		\$ _____	\$ _____
Other: _____		\$ _____	\$ _____

6. Number of agencies in Illinois: 180

7. Do you focus your underwriting in any specific industry? We have a broad appetite including, Construction, Education, Financial Inst, Manufacturing, Healthcare, Technology among many others

8. Do you focus your underwriting in any specific line of coverage (i.e. WC)? We have a broad portfolio of P&C coverages including - Information Risk, Mgmt/Prof, Liability, GL

9. Do you have any "program business"? If yes, please describe: We offer commercial affiliated marketing programs, most with national association endorsements, in Construction (PLANT, REC, NRCA, SPLASH), in Manufacturing (NPCA, AWI), in Technology (ECIA). We also have programs in Select Risk, and Healthcare and Professional Services.

10. Do you have a loss control department? Yes

11. Where is your underwriting staff located? All over the US, but specifically for IL Branch: 801 Warrenville Road, Suite 700 Lisle, IL 60532

12. Where is your claims staff located? Chicago base, throughout states in field

Do you use independent adjusters? Yes No

13. Do you use marketing representatives? (If yes, please email a list of names & territories to Rachel Romines at rromines@iiaofillinois.org.) Yes No

Do they have underwriting authority? Yes No

14. What methods do you use to distribute your insurance products (i.e. independent agents, direct, Internet, assn. plans, etc.)? Independent agents and brokers

15. What commission percentage do you pay?

Personal Lines		Commercial Lines	
Auto	_____ %	BOP	_____ %
Home	_____ %	Package	_____ %
Umbrella	_____ %	Property	_____ %
		GL	_____ %
		Auto	_____ %
		Workers' Comp	_____ %
		Umbrella	_____ %
		Specialty Lines	_____ %

16. What is your business plan for Illinois regarding projected growth in premium?
We currently project a 2% increase in business for 2011.

What products and/or industries do you plan to target?

Manufacturing, technology, construction, healthcare, financial institutions,
wholesalers, real estate

Any new distribution methods planned for introduction?

No

What is your plan for agency appointments in Illinois? Grow/reduce/maintain?

We plan to expand on agency size, but maintain franchise value by limiting numbers to specific geographies.

Do you plan to extend into any new geographic areas in Illinois?

Yes, collar counties around Chicago, major cities (Peoria, Springfield, etc.)

17. What are your premium volume requirements?

First Year 100K Second Year 200K Third Year 300K

Life or health premium volume requirements?

First Year - Second Year - Third Year -

Profit Sharing?

First Year variable Second Year variable Third Year variable

18. What is your company position on agency profit sharing agreements (i.e. elimination, maintain, revise, introduce guarantee agreements)?

CNA has developed a compensation program designed to reward producers for profitable growth in key segments.

The program introduces a quarterly payment feature, in addition to an annual performance calculation, allowing for more timely recognition.

19. Is your company currently utilizing a real-time multiple company rating system to interact with agency management systems or comparative raters? Yes No

If yes, what rating system? We have our own, but we also integrate with Vertafore, Applied, C-Pass, Quantum, Insurezone

If not, what is your current real-time strategy? _____

20. What online services do you offer agents? Real Time Quoting, cobrandable sales and marketing center
Electronic document delivery, endorsement quote requests
quote and issue policies, check policy information, direct bill status, agency production, claim information and more
21. What is your company's top technology initiative to benefit agency workflows? Real Time Quoting; we are
dedicated to monitoring agency workflows and committed to tweaking for the various technological
levels are agency partners are working from
22. What type of training is offered to your agents for both products and sale? Sales & Technical Training School
(SATTS) to selected producers, HealthPro Leader Board to selected healthcare producers, Small Business
Small Business Training on Agent Center
23. Please describe the agency that best matches your company profile (i.e. size of agency, geographic area, agency experience, premium volume required, etc.): Depending on CNA business segment, any size can fit our needs.
We seek agencies committed to growth through excellent CRM practices.
24. Does your company support the Trusted Choice initiative by IIABA? Yes No
25. How active is your company on a state and national level? _____

26. What concerns, changes, or challenges does your company face now and in the future? Our goal is to consistently and
clearly demonstrate our distinctive value to customers and to build stronger relationships with the independent agents and brokers who distribute our products.
Changes in healthcare, construction, manufacturing and other industries will continue to demand the customized insurance solutions at the heart of CNA's direction in the marketplace.
27. Would your company have interest in participating in a collective "meet the markets" meeting with Illinois agents seeking appointments? Yes No
28. What is your single most important item, service or initiative that the IIA of IL can offer you? _____
Marketing to new agencies, while also providing database or leads for profitably growing agencies.

Contact Dennis Garrett with questions or concerns:

(800) 628-6436, ext. 3018

dgarrett@iaofillinois.org