



Top 10 Reasons for Doing Business with CNA National

CNA NATIONAL[®]

1 AGENT SUPPORT

- Service providers; helping dealers grow
- Treat agents and dealers as partners
- Local rep has territory knowledge and is committed to dealer's area
- Loyalty to dealers by agents; no internet sales
- Agents attend week-long certification at CNAN

2 SERVICE

- Over 50 ASE-certified claims adjusters with a combined 200 ASE certifications and multiple master techs
- High staffing levels mean calls are answered in seconds with virtually no hold time
- Claims paid by credit card in hours or by check in under two days on average
- Hassle-free claims build customer retention
- Saturday claims hours

3 FINANCIAL SECURITY

- Fully insured program—A.M. Best "A" rating
- CNA in business over 100 years
- Vertically integrated administrator owned by insurance company
- Over \$55 billion* in assets

4 PRODUCTS

- Service contracts, GAP waiver, tire-and-wheel, used vehicle certification and limited warranties
- Comprehensive (basic to exclusionary) coverage and benefits
- No used parts for active dealers
- Free quality point-of-sale materials

5 PEOPLE

- Risk management, compliance and e-commerce teams
- Underwriting staff reduces returned contracts
- Ethical and honest
- Industry experts

6 PARTICIPATION PROGRAMS

- Retro, NCFC and CFC reinsurance programs
- Extensive and clear reporting
- More than \$575 million paid to dealers in participation programs since inception
- Professional investment management for reinsurance companies
- Dealer EquitySM payments made twice per year

7 TRAINING

- F&I training, both beginner and advanced, partnered with one of the nation's leading F&I training companies
- Agent Continuing Education—mandatory one-week agent certification program
- ASE certifications—continual education of claims staff including incentive bonus for certifications

8 FOCUS

- Primary focus on core business of VSC, GAP, tire and wheel and limited warranties
- Marketed by professional, independent agents who live in the dealer's market
- Loyalty to dealers; no direct-to-consumer sales

9 TECHNOLOGY

- QuikRateSM—online contract rating
- E-contracting and online business submission
- Integration with dealer's DMS
- Partnerships with many third-party menu providers

10 REPUTATION

- Specializing in the VSC business since 1982
- 16 years of top honors by Dealers' Choice Awards
- Finalist in the 2015 BBB Business Ethics Awards

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*CNA National Warranty Corporation is a wholly owned subsidiary of CNA Financial Corporation (CNAF). CNAF has over \$55 billion in assets as of December 31, 2018.

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