GENERAL FAQ'S

Q: How do I change commission on a case?

A: Commission changes require agreement by an underwriter. Use the Additional Information field on the Material Disclosure page to request a change in commission; this will generate a referral to an underwriter.

Q: What if I forget my password?

A: Go to the **EXISTING USERS LOGIN** page and click on **I FORGOT MY USERNAME OR PASSWORD**

Q: How do I quote different options for the same client?

A: Complete a quote for your first option and then use the **RE-QUOTE** function. This will create a new quote but will retain all of the original information. You can then change the information that you want to amend. Both your original quote and the new quote will be saved in your **CASES** dashboard.

Q: What happens if my quote has a referral?

A: Once you click on **FINISH** you will see a message that states your quote has been referred. You will also receive an e-mail with the case reference. An automated e-mail will be sent to an underwriter who will respond to the referral within 24 hours. You will receive an e-mail from the underwriter with the appropriate documents and the case will be available for you to view in your **CASES** dashboard.

Q: What do I do if I don't have the primary policy number when I bind cover?

A: If you do not know the primary policy number when you bind cover, then state "To Be Confirmed" in the primary policy number field and then update via an **MTA** at a later date.

Q: Can I backdate cover?

A: Requests to backdate cover require agreement by an underwriter. Use the Additional Information field on the Material Disclosure page to request a change in the start date; this will generate a referral to an underwriter.

Q: I want to discuss the quote terms with an underwriter – how can I do that?

A: Contact **xol@cnahardy.com** or call **0161 242 4413** for Excess Liability or **rapidcargoonline@cnahardy.com** or call **0161 527 2828** for Rapid Cargo. Please have the case reference number to hand.

Q: Why can't I see any cases displayed on the Cases tab?

A: Make sure you have the filters set correctly. To view all cases, change the **STATUS** filter to "All Cases, Every Status"

Q: Can I make the premium payment through CNA-Online?

A: No, the premium will be booked to your account in the normal way and will appear on your CNA Hardy statement.

Q: How can I see whether a case is bound?

A: View the case from the **CASES** dashboard, either by inputting the 7-digit number in the **POLICY/ QUOTE REF** field or searching for your case in the **CLIENT** field and clicking on **VIEW**. The **STATUS** of the case will be shown on the right. If the case has been bound, the **STATUS** will show as **ON COVER**. If the case is a quote the **STATUS** will show as **QUOTATION**.

Q: Why have I not received an email with my documents?

A: Check in your junk/spam folders. Otherwise contact **onlinetrading@cnahardy.com**.

Q: The look up search function doesn't work when using Cases to find the records of my insureds?

A: Make sure you type in the full main word of insured's name otherwise it won't find any records. If the first word doesn't show a result then keep typing the next full word in the name.

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EXCESS LIABILITY FAQ'S

Q: My client carries out more than one trade. How do I split the trades in the risk information?

A: In the "Please select the Insured's trade" field, only one trade can be selected. The user should select the trade description from the drop down list that most accurately represents the Insured's business activities. If you are in any doubt, then contact an underwriter for guidance by e-mailing **xol@cnahardy.com** or call **0161 242 4413.**

Q: Why do I need to answer questions for both the Insured's Trade and their Business Description?

A: The "Please select the Insured's trade" question is used for risk selection and pricing and is a material fact. The "Business Description" field is the description that you want to appear in the policy schedule and should be the same as the business description used in the primary policy.

Q: Can I quote for a layer that sits above another excess layer?

A: Yes, CNA-Online allows you to quote excess layers that sit above other underlying excess policies, provided none of other excess layers are held by CNA Hardy.

Q: I don't know who the primary Insurer is going to be. Can I leave this field blank?

A: No, you cannot leave this field blank. Select the Insurer that is most likely to be the primary Insurer. Should this change, you will be able to amend these details prior to binding by using the **RE-QUOTE** function.

Q: Can I report a claim using CNA-Online?

A: No. To report a claim, please contact **claimsukcasualty@cnahardy.com**

Q: My Quote Document shows primary policy information as "TBC". How do I update this?

A: You will be prompted to input the primary policy information after you click on "Bind Cover". Quote documents will always show "TBC", but once cover is bound, the correct information will be shown in the policy schedule.

RAPID CARGO FAQ'S

Q: Can I add stock to my cargo quote?

A: Yes, just simply choose 'Yes' when you are presented with the option to add stock.

Q: I have specified locations but there is only an option to add 'unspecified' storage.

A: That's ok. As long as the location limit and total aggregate limit are below the unspecified limit, then simply select the unspecified storage limit required. If the limit you require is higher than the unspecified limit, then please refer to an underwriter.

Q: I cannot see the clients commodity in the drop down list.

A: Try to select a commodity that is as close as possible to the commodity of your client. There is a free type box that you can then use to be more specific. Please be aware of the excluded goods list. If items fall into the excluded category, then please speak to an underwriter.

Q: My client has more than one type of commodity.

A: You can add a second commodity type by choosing 'yes' to the secondary commodity question. You then need to add an approximate percentage split of the secondary commodity. If there are three or more different commodities, then just choose the highest two and use the free type box to advise all commodities.

Q: Can I report a claim using CNA-Online?

A: No. To report a claim, please contact **ClaimsUKMarine@cnahardy.com**

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