



POLICYHOLDER NOTICE - INDIANA

# IMPORTANT INFORMATION

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## CLAIM SETTLEMENT PRACTICES - INDIANA

**We are here to serve you ...**

As our policyholder, your satisfaction is very important to us. Should you have a valid claim, we fully expect to provide a fair settlement in a timely fashion. Should you feel you are not being treated fairly, we want you to know you may contact your agent or CNA.

**If you are not satisfied ...**

If you wish to seek further assistance, you may contact the Department of Insurance, a governmental agency that regulates insurance. Please direct your complaints to:

The Consumer Services Division of Indiana  
Indiana Department of Insurance  
311 West Washington Street, Suite 300  
Indianapolis, IN 46204-2787

Consumer Hotline: 1-800-622-4461  
in the Indianapolis area: 1-317-232-2385

If you have any questions, please contact your independent CNA agent.

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