

2022 YEAR IN REVIEW





As a new year dawns, I want to take this opportunity to reflect on all that we have achieved together throughout 2022. From charity fundraising and DE&I initiatives, to industry awards and the return of events such as AIRMIC and BIBA.

In 2022, our people's passion and commitment to raise money in support of our chosen charity, Evelina Children's Hospital, was one of our highlights of the year. Whether it was running marathons or abseiling down buildings, I want to thank everyone who made this possible by participating, donating or cheering from the sidelines.

2022 was also the year we kicked off our ambitious remodelling of our London office at 20 Fenchurch Street to create a collaborative, modern workspace that reflects and supports our new ways of working post pandemic. I for one am extremely eager to see the results of months of hard work when we reopen the 13th floor in Q1 2023, as well as the plans we have in place for our other offices.

As you'll read throughout this year in review, many of our teams were recognised for their hard work, expertise and dedication. Several of our underwriting teams received industry awards for market-leading cover and service, which was backed up by very encouraging feedback from independent broker surveys and reaffirmed by strong financial ratings for CNA Financial Corporation from S&P, Fitch, A.M. Best, and Moody's.

It's no surprise, therefore, that we've also seen significant headcount growth across the business in 2022 to keep pace with the organic growth we are seeing across our specialist areas. In addition, the summer saw a new intake of summer interns as well as our first intake of trainees - a scheme designed to invest in the careers and development of talented and ambitious young individuals as part of our commitment to DE&I.

I am particularly proud that we have hosted and sponsored such a wide number of events throughout the year examining key diversity, equity and inclusion issues including men's mental health, the glass ceiling for ethnic minorities, and how to create psychologically safe and inclusive workplaces.

I am personally excited to see what 2023 has in store with three product launches already planned – Rapid Cargo, Technology Package+ and International Solutions – as well as the unveiling of our new office space in London. In broader economic and geo-political terms, these past few years have been, of course, challenging in many ways. Whilst stormy seas might yet remain on the horizon, I go into 2023 full of optimism of what is to come and confident we will continue to find new and innovative ways to adapt to the ever-changing needs of our clients and play our part in safeguarding the resilience of businesses across the globe.

Jalil Rehman
President & CEO

AWARD-WINNING COVER & SERVICE



MARINE

Our double award-winning Marine team were voted 5-stars and #1 insurer for both cover and service.



CONSTRUCTION

Our Construction team were also voted 5-stars, receiving the highest rankings for work quality, specialist expertise and client service.



Gracechurch.

PROFESSIONAL INDEMNITY & FINANCIAL LINES

Our London team ranked as a leading Professional Indemnity and Financial Lines insurer with Callum English named a top 5 PI London market underwriter.

UNDERWRITING

2022 was a year full of industry awards and recognition for both the cover and service provided by our underwriting teams.

Broker Recognition

We were proud to be voted #1 amongst our peers in a recent broker survey, ranking first and second across 8 business units. This represented an improvement across all categories from our 2021 and 2020 results and saw us rank higher than our peers in all categories.

In another survey, we placed in the top 3 insurers across 90% of business units.

Our Financial Institutions team received universal recognition across the board, voted 1st in Market and 1st in our peer group by two independent broker surveys with the highest score out of all markets for broker satisfaction.

“Truly excellent commentary with attitude to pricing new & renewal business and access to decision makers noted as some of the key strengths of this team”

Our Energy team were also praised for their attitude to pricing renewal business and their quote turnaround times were applauded as the fastest in the market. Meanwhile, our Healthcare team received very complimentary feedback across all categories, with products, technical expertise and ability to deliver cross-class deals highly praised.

Expanding our teams and capabilities

2022 was certainly a year of growth both in terms of talent and capabilities.

Throughout the year, we announced a series of new hires across our specialist lines of business including Life Science, Technology, P&C, and Financial Lines, amongst others, to address the growing need for increased capabilities to keep pace with the organic growth of our portfolio.

The appointment of a specialist Media E&O Senior Technical Underwriter in May typifies our strategic approach to growth. Long-established as a market-leading PI insurer, we added dedicated underwriting strength to provide specialist cover for the Media sector. Writing across both Lloyd's and Company platforms and covering the UK, Continental Europe, and international business, we are excited for the strong growth and potential this will bring in 2023.

In 2022, we launched our Healthcare Affinity product which standardised our medical malpractice coverage across our partners, allowing us to optimise our distribution, gain greater control over the risks we write, and improve our flexibility to adapt to changes in the Healthcare market.

Increasing the visibility of our people in the market

2022 saw the return of events following a two-year stay due to the pandemic.

In February, we were delighted to host our London Market Broker Breakfast which brought together brokers and our underwriting teams for the first face-to-face event since the pandemic. This networking event signalled the beginning of a transition back to more familiar ways of working and we were delighted with the turnout and positive feedback.

A number of our senior underwriters spoke at global conferences throughout 2022 including Marine Insurance London and Houston Marine & Energy Insurance Conference. We also exhibited at a number of broker conferences as well as annual industry conferences including BIBA, AIRMIC and AMRAE.

2022 also saw the launch of our new Professional Indemnity webinar series, the first of which saw over 80 attendees. These short, digestible webinars provide a forum to discuss key market trends and share insights across various industries and will continue to be held quarterly in 2023.

It was a busy year for the Marine team with Stephen Barr, AVP, Marine, being appointed to the Executive Committee of the influential International Union of Marine Insurance (IUMI), evidencing our commitment to the wider marine insurance industry and to maintaining and expanding global trade. Meanwhile, our UK Head of Marine, Neil Atkinson discussed our ranking as the UK's top marine insurer in an interview with Insurance Age.

2023: Launching a suite of enhanced products and propositions

Our plans for 2023 centre on building on the strong foundation we have established in recent years. Our priorities are embedding a deep underwriting culture, continuing to strengthen our capabilities in specialist areas, and developing relationships with our broker partners whose expertise aligns with ours.

At the heart of all we do is our passion to deliver solutions that address the emerging exposures and ever-changing needs of our policyholders. We continue to focus on innovating and enhancing our capabilities and we are excited to be launching two products in early 2023.

As of 1 January, we will be moving from a modular Technology product to a comprehensive, bespoke Package+ product with a completely updated suite of coverages including advanced cyber cover. One product, one wording, one reference point, designed for Tech businesses.

Off the back of the success of our CNA Online Excess of Loss product for which we are BIBA's scheme provider, in 2023 we will be expanding our e-trading capabilities to include instant quote and bind for Marine Cargo businesses. Introducing Rapid Cargo: instant online access to market-leading Cargo cover.

In 2023, we will also be developing a new proposition for Casualty Major Customers, aimed at large corporate, multinational and risk managed clients and supported by our claims, risk control and multinational capabilities.



RISK CONTROL

2022 was a busy year for our specialist in-house Risk Control team. From business continuity planning reviews, to on-site and virtual consultations, where we provided practical risk management to aid loss prevention, identify potential liability exposures and reduce risk.

Working alongside our underwriters across the UK and Europe, the team has continued to deliver the highest standards of work using the Recognised And Generally Accepted Good Engineering Practices (RAGAGEP) principle.

We attended various specialist conferences in 2022 such as the IChemE Hazards 32, and exhibited for the first time at the annual AIRMIC Conference, offering us the chance to meet with Risk Managers and Brokers from all industry sectors.

In November, Insurance Journal and Carrier Management published a thought leadership article penned by Stuart Kenyon, AVP Risk Control, outlining practical steps for improving business resiliency in the face of an evolving risk landscape and how the insurance industry can help.

Giving back - it's a marathon, not a sprint!

As a team, we have championed the internal Women in Risk Control (WiRC) initiative, which explores the various challenges women face in an industry traditionally represented by men in order to find new ways to support their careers and development.

In between all the work, our team still found the time to come together to complete a sponsored marathon for our corporate charity this year, Evelina.

Looking outward – our commitment to collaboration

We are proud to have participated in numerous working groups and professional forums throughout 2022.

Stuart Kenyon has continued his membership of the global IChemE Professional Formation Forum, the only insurance representative on this prestigious global panel made up of members from industry and academia.

Philip Smith, Simon Cross and Ian Iles were all active members of RISCAuthority working groups, while Nick Bellamy and Simon Cross became members of the Cyber and Life Sciences Centres of Expertise (COE), respectively.

Vanessa Vitte was involved in Healthcare product sub-committees and Philip Smith represented Europe on a global Risk Control group reviewing Security.

We also continue to be active corporate members of the RISCAuthority, the IChemE Safety Centre and TAPA.

Looking forward to 2023

Our aim for 2023 is simple: to work in collaboration with all areas of the business, insureds and brokers to reduce the potential for loss of life and livelihoods.

Our focus for the year will be on driving efficiencies in our talent management, workflows and processes; pursuing innovative digital solutions, and providing a suite of tools and resources that aid in the evaluation of risk.



CLAIMS

In 2022, our claims team continued to find new and improved ways to deliver on our commitment to our customers: To deliver superior customer service, achieving resolution in the shortest possible time with the best possible outcome.

Market-leading service as voted by brokers

We were incredibly proud of our feedback in this year's independent broker claims surveys. A 13 point overall improvement on our 2021 ratings put us in the top 50% of insurers across all categories and in the top 25% for:

- ✓ **Quality of responses on ECF**
- ✓ **Technical competence/expertise in claims handling**
- ✓ **Overall attitude to claims handling**
- ✓ **Fairness in claims approach**
- ✓ **Speed of claims settlement**

Another leading broker voted our financial and professional lines (FINPRO) claims teams the second highest performing out of 17 insurers with our technical expertise, communication and responsiveness ranking far in excess of the market average.

Right people, right place, right time

Effective, strategic talent management underpinned everything we did in 2022. Last year, we recruited:

20 Total New Hires

4 New Claims Managers

2022 also saw us build out our Express Claims team so that each and every claim, no matter how large or small, how simple or complex, got immediate attention from the right people in the right place at the right time. These new hires and structural changes were undoubtedly a fundamental driving factor behind our top 10 ranking in recent broker surveys for both quality and speed of claims settlement.

Looking forward to 2023

2023 is all about building on the strong foundation established in 2022. Our strategy is made up of four main pillars:



Driving efficiency

Improving our processes, including FNOL and claims triage, to ensure we are a top quartile performer for accessibility of handlers and turnaround times (both within and outside ECF).



Expanding capabilities

Facilitating a culture of commerciality, proactivity and problem solving by reducing claims volumes per handler through further new hires to the claims team.



Strengthening relationships

Developing meaningful relationships that support and promote the highest standards of communication and collaboration, giving both broker partners and insureds peace of mind.



Solutions without borders

Continuing to provide compliant, cost-effective and responsive claims handling operations in 165+ countries via our owned and strategic network to support strategic growth in this complex area.

**RATED
#2
FOR BEST
CLAIMS
SERVICE**



INTERNATIONAL SOLUTIONS

2022 saw the culmination of an ambitious five-year journey to build a market-leading International Solutions department committed to providing global compliant solutions for complex multinational risks.

Our dedicated team of international specialists and underwriting technicians focuses solely on providing innovative, tailored solutions for international organisations, underpinned by trusted, local Claims and Risk Control experts.

Global reach, local presence

Our best-in-class network of owned offices and trusted, strategic partners expanded in 2022 to encompass 165+ countries, all built on a shared vision and culture that guarantees the same level of service wherever you do business.

Last year, we added new resource capabilities in Manchester and implemented a dedicated Renewal and New Business unit. Training was also a major priority with a new hire brought on dedicated to ongoing training and development and the deployment of technical training and development across UK and European underwriting.

Driving efficiency and user experience with innovative technology

At the heart of our strategy in 2022 was a focus on implementing innovative technologies that improved our efficiency and client experience.

We embedded **CNA ComPass™** - our end-to-end global execution tool and comprehensive solution for Controlled Master programmes that allows clients to access live information regardless of location, time zone and language. Cementing its use, improving content and user experience and laying the groundwork for launching external access were all on the agenda for 2022.

We also built out a seamless integration between our end-to-end workflow tool and documents generation to promote the effective and timely creation of our Controlled Master Programmes.

2022 was also the year of product development, laying the foundations for an exciting launch coming in Q1...

Looking forward to 2023

Our focus for 2023 is simply to continue to cement our position as an upper quartile international insurer within our chosen segments. How?



Prioritise digital transformation

Continue to integrate our systems internally to optimise efficiency and servicing standards.



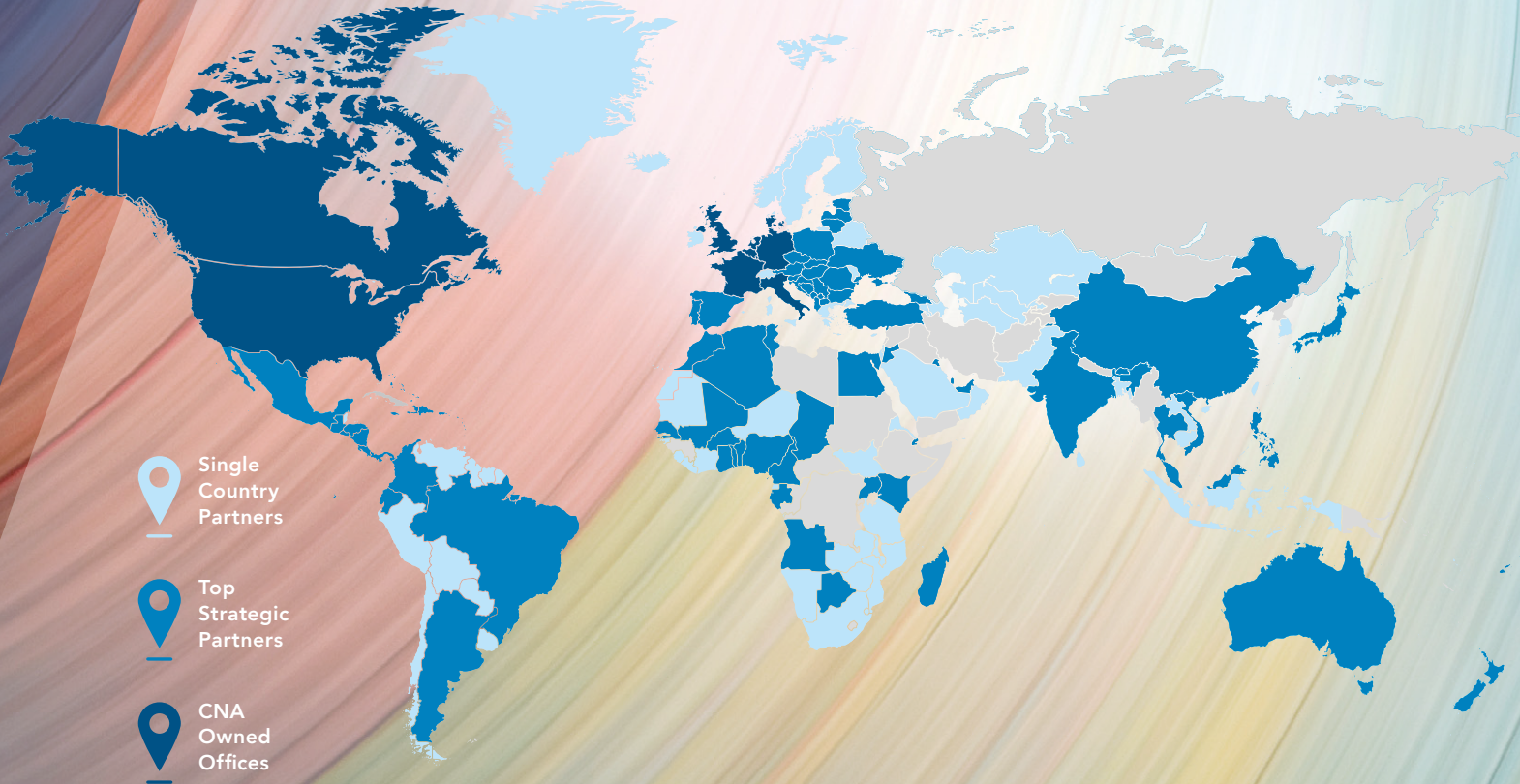
Strengthen our European offering

Review and optimise our product offering across our Continental European branches.



Launch our first product

Perhaps the most exciting development for 2023 is the launch of our first dedicated International wording providing a comprehensive package of cover for Manufacturing and Professional Services clients with more specialist segments to follow shortly.



INDUSTRIES

Construction
Energy
Financial Institutions
Healthcare
Life Science
Manufacturing
Mining, Metals & Minerals
Power & Utilities
Professional Services
Technology
Wholesale Durable Goods

PRODUCTS

Casualty
Cyber
Management Liability
Marine
Package
Political Violence
Professional Indemnity
Property

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