



## Risk Control

# Remote Onsite Risk Assessment

To maximize flexibility and convenience for policyholders, CNA is among the first carriers to offer a Remote Onsite risk assessment without an in-person visit. All it takes is an interview and virtual facility tour using selected video conference technology, plus any necessary documents and photos. The Remote Onsite process is designed to support the needs of today and tomorrow by allowing CNA to efficiently conduct risk assessments, especially for businesses in remote areas.

Our underwriter and risk control consultant will work with you to collect client information and schedule the interview and virtual tour. A customized Remote Onsite agenda and virtual tour instructions will be provided in advance. In addition to our video conference, CNA will work with the clients to collect documents and photos through a secure online platform.

Here's what can be expected for a Remote Onsite visit:

### 1. Welcome & Overview

- Audio, video and overall technology check
- Introductions and plans for the tour

**2. General Interview.** This discussion will help us understand the scope of the operations and overall risk management programs, and may include:

- Description of operations and sub-operations
- Safety and risk control programs
- Details of past losses or loss trends
- Emerging operations or hazards

**3. Virtual Tour.** Through selected video conference technology, we will verify exposures and controls through a video facility tour that reviews key aspects such as:

- Storage arrangements
- Key production equipment
- Protection systems
- Product assembly

**4. Closing Conference.** At the conclusion, we will debrief, thank the client and offer additional commentary such as:

- Recommended risk solutions
- An overview of Risk Control capabilities and resources
- Follow-up and next steps

To learn more about how to help your clients manage risks and increase efficiencies, please contact CNA Risk Control at [RiskControl@cna.com](mailto:RiskControl@cna.com) or visit [cna.com/riskcontrol](https://cna.com/riskcontrol).