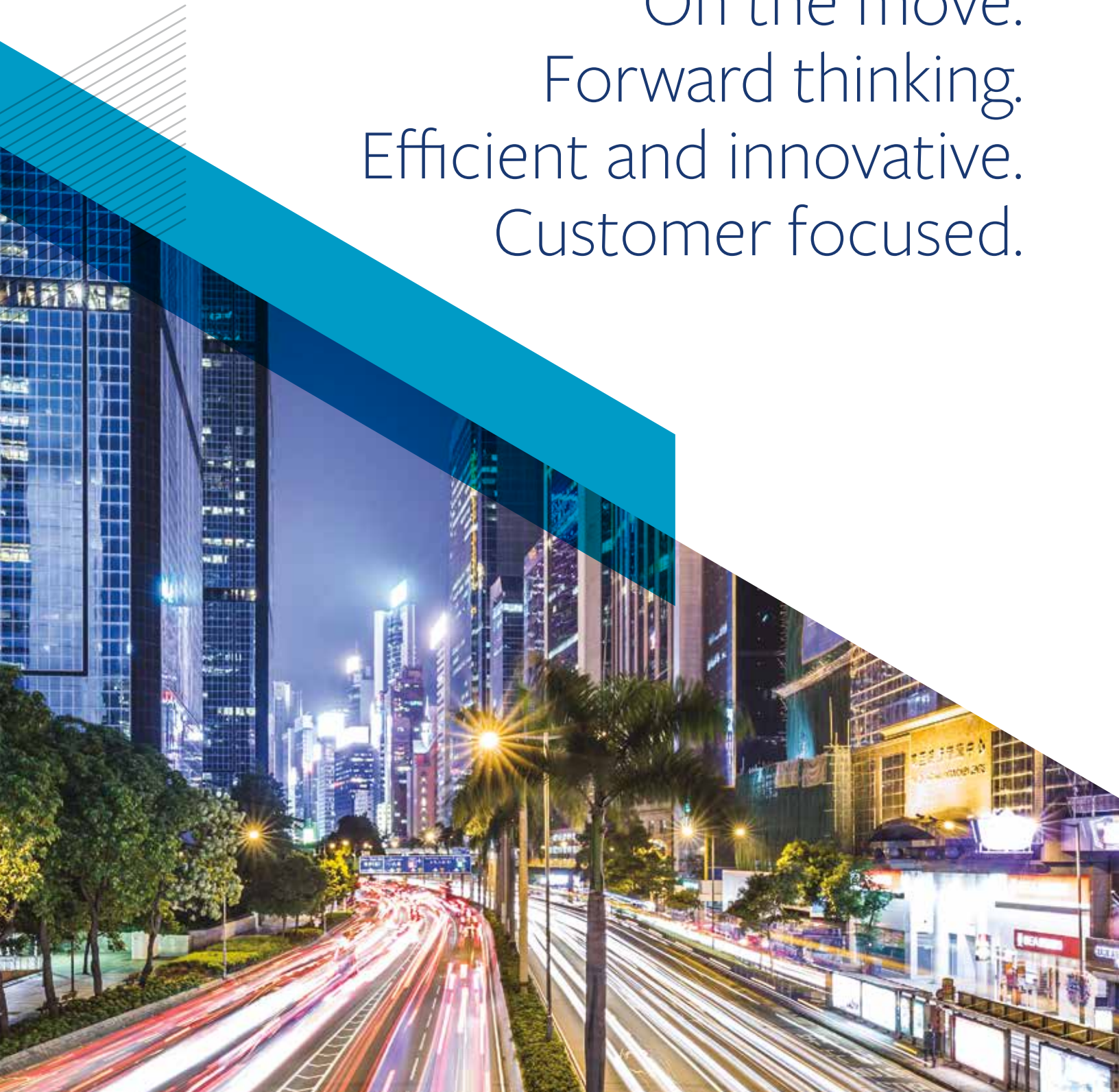




FACT SHEET

On the move.  
Forward thinking.  
Efficient and innovative.  
Customer focused.



# The world's largest publicly listed independent provider of global claims management solutions.

Based in Atlanta, Crawford & Company® (NYSE: CRD-A and CRD-B) is the world's largest publicly listed independent provider of claims management solutions to insurance companies and self-insured entities with an expansive global network serving clients in more than 70 countries. The Crawford Solution® offers comprehensive, integrated claims services, business process outsourcing and consulting services for major product lines including property and casualty claims management, workers compensation claims and medical management, and legal settlement administration.



## 2017 Strategic Underpinnings

### STRONG FINANCIAL FOUNDATION

Implement cost reduction initiatives to drive margin expansion

### ENTREPRENEURIAL CULTURE

Identify attractive markets for expansion

### ENHANCED GLOBAL CAPABILITIES

Explore strategic M&A opportunities

### EXCELLENCE IN EXECUTION

Efficient and consistent delivery of products and services

### SALES AND SERVICE DRIVEN ORGANIZATION

Form a robust sales funnel and capitalize on cross-selling

### INNOVATIVE PRODUCTS AND SERVICES

Deliver customized value propositions to clients

# Comprehensive Services

## VOLUME CLAIMS SERVICES

Crawford® offers the industry's broadest portfolio of global claims management services. We cover all types of losses and can meet virtually every conceivable need, delivered anywhere, any time.

**1.1** MILLION  
P&C Claims Managed

**70**  
Countries with Physical Location

## LARGE AND COMPLEX CLAIMS SERVICES

Crawford Global Technical Services™ (GTS™) is our definitive solution for large and complex claims, providing the highest level of world-class talent to fulfill the needs of all major stakeholders.

**400+**  
Global Technical Adjusters

**2,500**  
Claims Managed

**\$4.2** BILLION  
Indemnity Dollars

## CATASTROPHE RESPONSE SERVICES

Every day, Crawford does what it takes to be the insurance industry's leading independent claims adjuster for natural and man-made disasters.

**\$449** MILLION  
Fort McMurray  
Incurred Losses Managed

**\$95** MILLION  
Hurricane Matthew  
Incurred Losses Managed

**\$280** MILLION  
Payments Made on  
Behalf of Clients for U.K. Flood

## MANAGED REPAIR SERVICES

Contractor Connection® is the industry leader in contractor managed repair, providing carriers and consumers a network of pre-screened residential and commercial contractors that are measured by performance, quality, timeliness, cost and customer satisfaction.

**5,300**  
Credentialed  
Contractors in Network

**325,000**  
Assignments

**\$2.4** BILLION  
Total Project Costs

## THIRD PARTY ADMINISTRATION

Through our Broadspire® brand, Crawford provides third party administration for workers compensation, disability absence management, medical management, accident & health, and liability to corporations, brokers and insurers worldwide.

**\$2.5** BILLION  
Claims Paid

**\$1** BILLION  
Managed Medical Spend

**400,000**  
Claims Managed

## LEGAL SETTLEMENT SERVICES

Garden City Group™ is a global provider for class action settlement administration, restructuring and bankruptcy matters, mass tort settlement programs, regulatory settlements and remediations, and data breach response programs.

**\$8.9** BILLION  
Payments to Claimants

**3** MILLION  
Claims Processed

**900,000**  
Calls Handled

## ON DEMAND FIELD SERVICES

The WeGoLook® online and mobile collaborative platform allows Crawford to continue to revolutionize, automate and expedite the claims handling process.

**30,000**  
Lookers in the Field

**2** MILLION  
Photographs Taken

**24/7**  
Around the Clock Support



#### **CORPORATE HEADQUARTERS**

1001 Summit Boulevard  
Atlanta, Georgia 30319  
404.300.1000

#### **COMPANY STOCK**

Shares of the Company's two classes of common stock are traded on the NYSE under the symbols CRD-A and CRD-B, respectively. The Company's two classes of stock are substantially identical, except with respect to voting rights and the Company's ability to pay greater cash dividends on the non-voting Class A Common Stock than on the voting Class B Common Stock, subject to certain limitations. In addition, with respect to mergers or similar transactions, holders of Class A Common Stock must receive the same type and amount of consideration as holders of Class B Common Stock, unless different consideration is approved by the holders of 75 percent of the Class A Common Stock, voting as a class.

[www.crawfordandcompany.com](http://www.crawfordandcompany.com)

#### **TRANSFER AGENT**

Wells Fargo Shareowner Services  
P.O. Box 64854  
St. Paul, Minnesota 55164-0854  
1.800.468.9716  
[shareowneronline.com](http://shareowneronline.com)

#### **INVESTOR INQUIRIES**

Individuals seeking financial data should contact:  
W. Bruce Swain  
Investor Relations  
Chief Financial Officer  
404.300.1051