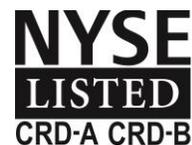




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## **FOR IMMEDIATE RELEASE**

### **Emma Duggan Joins Crawford & Company's Canadian Legal Services Team**

**TORONTO (January 6, 2020)** Crawford & Company®, the world's largest, publicly listed independent provider of claims management and outsourcing solutions to carriers, brokers and corporates, has announced the appointment of Emma Duggan to Crawford's Legal Services Team. Emma will join Crawford's highly qualified and experienced Legal Services team as an Insurance Defense litigation lawyer.

"We are excited to have Emma join our team. Her wealth of knowledge in Statutory Accident Benefits will greatly benefit Crawford and will enhance the team's insurance defense capabilities." said Mini Kohli, vice president, Legal Services, Crawford & Company (Canada) Inc.

As a legal professional, Duggan primarily practices civil litigation specifically in the area of Statutory Accident Benefits including disputes between insurers. She has dealt with disputes before the Superior Court of Justice, Financial Services Commission of Ontario and the License Appeal Tribunal. Her broad range of practice covers disputes over the application of the minor injury guideline to those dealing with catastrophic impairment and appeal work. Duggan's focus on accident benefits has allowed her to refine her skills and understanding of Statutory Accident Benefits (SABS) issues enabling her to confidently handle advanced and complex accident benefits claims.

"Emma will be instrumental in providing our clients with new, innovative service solutions. Her skill set makes her a natural fit for our growing team, and we are confident that she will help us continue to fulfill our mission of restoring and enhancing lives, businesses and communities," continued Kohli.

#### **For media inquiries, please contact:**

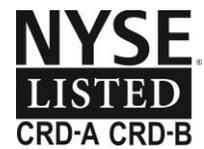
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#### **About Crawford®**

Based in Atlanta, Crawford & Company (NYSE: CRD-A and CRD-B) is the world's largest publicly listed independent provider of claims management and outsourcing solutions to insurance companies and self-insured entities with an expansive global network serving clients in more than 70 countries. 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 (CRD-A) than on the voting Class B Common Stock (CRD-B), subject to certain limitations. In addition, with respect to mergers or similar transactions, holders of



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CRD-A must receive the same type and amount of consideration as holders of CRD-B, unless different consideration is approved by the holders of 75 percent of CRD-A, voting as a class. More information is available at [www.crawco.com](http://www.crawco.com).

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