

# Private Client Services

Specialized premium service





# Private Client Services

Crawford & Company® has developed a premium private client service which is completely tailored to the diverse and complex requirements of our high net worth customers. Discretion, reliability and unsurpassed levels of industry expertise enable us to deliver first-class support in the event of a claim, no matter how complex or demanding.

We know our clients, and our highly trained nationwide network of specialist adjusters and expert partners; understand the importance of promptness, professionalism, discretion and integrity.

We guarantee a fast, flexible and fair claims service, working together to establish a partnership approach which can deliver real added value every time. We know it is important to deliver an individual, tailored response to each claim rather than rely on a process driven methodology. In a recent survey, we achieved a record high net worth client satisfaction score of 98%.





# Our Promise

---

We will enhance your reputation by providing a local, tailored service for your premium clients on every claim, supported by the expertise and resources of the global leader in claims management.

# Our Expertise

---

We know no one claim is exactly the same as another. Our mission is to proactively work with our clients, applying empathy throughout the claims journey and providing the highest possible level of service to clients who expect nothing less than the best. All of our adjusters are experts in their selected fields, and our industry-leading processes and technology further complement their sterling work.

We are proud to have the largest specialist high net worth claims adjusting team in the US. Our experts/partners act as ambassadors for your claims philosophy, and are well versed in:

- High value property / contents (including jewelry)
- Country houses and estates
- Vintage cars
- Small crafts and yachts (in most areas)
- Holiday homes
- Valuation, validation and restoration
- Aviation
- Cyber





# Our Exceptional Service

Backed by 24/7 access to a dedicated adjuster, providing a single point of contact from start to finish, our clients benefit from efficient and effective end-to-end handling on each claim. Along with high-performing back office support, our adjuster will ensure that we consistently over deliver with minimal fuss, and proactively communicate with you and your client throughout the claims journey.

We provide exceptional service based on your needs, claims philosophy and operating style which includes:

- Dedicated high performing adjusters who own the claim from cradle to grave
- Carefully selected vendor panel aligned with the premium sector and by carrier preference
- Leading-edge project management and effective mobilization of resources
- Complete account management – working with you to optimize your relationships and reputation



# Our Exceptional Service

---

## **Jon J Egurrola**

VP, Managing Director Western Region  
Crawford Global Technical Services  
660 S. Figueroa Street #1750  
Los Angeles, CA 90017  
213-627-4046 office  
213-435-6235 mobile  
Email: Jon\_Egurrola@us.crawco.com

## **Robert C. Welsh**

VP-Managing Director Eastern Region  
Crawford Global Technical Services  
Crawford & Company  
45 Broadway Suite 2020  
New York NY 10006  
phone: 212.824.2475  
fax: 212.248.1369  
cell: 646.627.5713  
email: Robert\_Welsh@us.crawco.com

## **Michael Law**

VP- Managing Director Central Region  
Crawford Global Technical Services  
1900 E. Golf road Suite 800  
Schaumburg, IL 60173  
(630)465-3796 cell  
Michael\_law@us.crawco.com

## **John Johnson**

Executive General Adjuster  
Crawford Global Technical Services  
Crawford & Company  
660 S. Figueroa Street, Suite 1750  
Los Angeles, CA 90017  
Office: 213-627-4046  
Fax: 770-723-8781  
Cell: 213-238-1474  
Email: john\_johnson@us.crawco.com

[Learn more at www.crawco.com](http://www.crawco.com)