

A photograph of a woman with her hair in a bun hugging a young girl with curly hair from behind. The girl is wearing a bright yellow puffer jacket and is smiling. They are outdoors, with a blurred background of trees and sunlight filtering through. A white plus sign and a yellow outline of a plus sign are overlaid on the right side of the image.

Crawford's TPA Solutions

Bringing together people, technology and
compassion to deliver meaningful results

Crawford TPA

The scale to support and the service depth to deliver meaningful results

Our global services are backed by a solid foundation of resources and decades of expertise. With over 80 years of experience in virtually every aspect of claims handling, Crawford & Company bring a superior ability to help resolve the unique and complex risks clients face. Regardless of claim type or size, we leverage our vast experience and resources, take full ownership of the process and deliver better claims outcomes.

Improve your bottom line with the industry's most comprehensive offering

Across a full array of services, Crawford helps its clients maximize business efficiencies and improve customer and employee satisfaction through superior claim outcomes and personalized service.



Streamline your claims program with Crawford's end-to-end claims solution.

Working with Crawford means tapping into an meticulously crafted set of solutions for the results your business needs. Beginning with the first notice of loss through claims resolution, our end-to-end claims solution incorporates industry leading services and technology throughout the claims process. This helps lower costs, improve recovery times and provide greater satisfaction every step of the way, regardless of claim type or size

ANALYTICS & REPORTING



24/7 MULTI-CHANNEL INTAKE

Submit claims via web, email, phone or existing platform



QUALITY LOSS ADJUSTING

Tenured claims professionals, global coverage with local delivery



CLAIM RESOLUTION

Streamlined processes to shorten claim duration and reduce overall costs

People serving people

Our employees are the heart of our business.

Each interaction with a client or injured worker is an opportunity to restore the lives of those affected by losses, and we invest heavily to attract and retain employees who share the same values. New employees are welcomed with a positive work environment and hands-on training, while existing employees are regularly recognized through bi-annual incentivized quality programs and awards. **Happy, experienced employees help deliver more value to our customers and ensure conscientious attention is put into each action.**



Relentless focus on quality

Crawford firmly believes in providing the highest quality of professional customer care. In an industry driven by client demands, legislation and ever changing industry trends and best practices, we understand the need to ensure the highest level of customer service at all times. Our quality control measures allow us to meet and exceed standards of customer service.

Our focus on quality allows us to provide superior levels of customer service in a consistent and compliant manner within the medical assessment services industry.

88%

EMPLOYEE RETENTION

96%

CLIENTS AUDITS PASSES WITH A SCORE OF 90%+

7+

AVERAGE YEARS OF EMPLOYEE TENURE

INDUSTRY SERVICE STANDARDS MEASURED THROUGH QUALITY CONTROL

A hands-on approach to account management

The collaboration between the claims team and other stakeholders generates powerful results for clients. Crawford's cross-functional team connects key resources from all areas of the business, with your account executive acting as the ambassador of your program. The account executive understands your objectives, provides vision and directs resources across the organization – all to help achieve your goals. A team of specialists supports each account executive by focusing on implementation, clinical innovation and knowledge, consistent operational execution, and the measurement and analysis of key performance indicators.

Comprehensive Client Engagement: The Cross-Functional Team

Account Executive

Ambassador of the program. Casts vision with an intimate understanding of your strategic objectives, directing the resources to execute.

Consultative Lead

Chief Analytic and Strategy Officer consulting on key performance indicators (KPI) and measuring value.

Implementation Manager

Dedicated staff completely focused on client onboarding.

Claim Director

Drives national operational objectives aimed at consistent Industry execution.



Comprehensive services, delivered with global expertise

Over the years, Crawford has developed services that meet the unique needs of the risk industry. We combine traditional services with cutting-edge technology and a compassionate touch to maximize optimal financial, medical and administrative outcomes for even the most complex claims.

Workers Compensation

For injured workers, our claims expertise and data-driven solutions help expedite a safe and healthy return-to-work. Our clients also benefit through lower overall claims costs along with the assurance that each injured worker is receiving compassionate care from a trusted provider.

General Liability

From slip and fall injuries in restaurants to auto claims or large, high profile, heavily litigated losses, our teams have the expertise and scalability to successfully handle any loss that occurs with global coverage. Our claim professionals are prepared to investigate claims, determine coverage, assess liability, and if necessary, coordinate settlement.

7:5:1

AVERAGE ROI

50%

WC CLAIMS AVOIDED LOST TIME UTILIZING CRAWFORD RETURN TO WORK/REMAIN AT WORK STRATEGIES

70%

AVERAGE APPEALS WON

Results of general liability claims in 2020

\$25M

ESTIMATED CLAIMS MANAGED IN RESERVES AT ANY ONE TIME

35%

NON-LITIGATED CLAIMS SETTLED WITH GIFT CARDS ON RETAIL PROGRAMS



Property

Crawford is leveraging our leading-edge expertise and technology to re-imagine property claims management. We are simplifying the process to create efficiencies in workflow and retain digital records so that sites don't require more than one visit, even on large and complex claims. Crawford's commitment to digital innovation combined with our adjusters service excellence, sets the industry standard.

Auto Claims Management

Our auto solution taps into resources across the entire organization to resolve any type of auto claim, from fender benders to catastrophic losses, with the perfect level of support. We leverage mobile apps such as our proprietary YouGoLook to reduce costs and shelf life.

Liability Claims Management

Our experienced staff utilize Crawford's best practices and review each claim on individual merits, assessing if there is a duty owed; if the duty was breached; if the breach caused the damage; and/or if there is a defense to the claim.

Disability and Leave

Crawford's highly experienced team of professionals and comprehensive scope of services facilitate employee recovery and return to work while helping employers manage overall disability and leave costs. Whether for short or long term disability, integrated disability management – or anything in between – we act as the guardian of your program's financial health.

- Leaves of Absence
- Short Term Disability
- Long Term Disability
- Company Leaves
- Paid Family Leave/Paid Sick Leave
- Workers Compensation

A&H

From extended warranty to travel accident to credit card benefits, we understand that no two programs are alike. We develop in-house teams and customized processes around each program following a core set of guiding principles to help ensure consistent, quality handling.

- Participant Accident
- Leisure Travel
- Business Travel Accident
- Affinity Benefits and Programs
- Voluntary/Worksite Benefits
- Bank Card Embedded Benefits (NAC)
- Pet Insurance
- Student Accident/K-12

People serving people

Our employees are the heart of our business.

Crawford's full scope of claims management services enables us to create bespoke solutions for carriers, brokers and corporations of all industries, types and sizes. From practices around the nuances of construction and transportation to full carrier outsourcing, we have the scale and expertise to create programs that get the results you need.

There's no substitute for experience

Our tenured claims professionals and industry specialists use their industry backgrounds to provide a high level of care and attention and make informed decisions on each claim. Decades of carefully collected and curated data gives our consultative analytics team the ability to rapidly benchmark and compare results to similar companies in your industry.



Full Carrier Outsourcing

The synergy created when Crawford's full program is put into motion makes us the perfect solution for carriers in need of an integrated claims solution. Flexibility in customization and scalability enables us to work with programs of any size, in any location, across any mix of industries. For overflow claims handling during times of high volume or catastrophic events, Crawford provides loss adjusting support, temporary on-site staff and fully outsourced claim department services. Our customized analytics engagements drive improved outcomes while supporting underwriting and client facing RMIS solutions.

TOP 10 INDUSTRIES



REAL ESTATE



FINANCIAL



MANUFACTURING



OIL & GAS



PACKAGING/LABELING



WHOLESALE/RETAIL



HOSPITALITY



GOVERNMENT/MUNICIPAL



CONSTRUCTION



BEVERAGE

For more information, visit our [website](#).

About Crawford & Company®

For over 80 years, Crawford has led the industry through a relentless focus on people and the innovative tools that empower them.



LOSS
ADJUSTING



THIRD PARTY
ADMINISTRATION



MANAGED
REPAIR



MEDICAL
MANAGEMENT



ON-DEMAND
SERVICES



CATASTROPHE
RESPONSE

10,000 employees | **50,000** field resources | **70** countries | **\$18B** claims managed annually

Crawford®