



Crawford & Company®
5335 Triangle Parkway NW
Peachtree Corners, GA 30092



Crawford Appoints Mark Hale as Canada's Construction Practice Lead

TORONTO (August 10, 2020) Crawford & Company® (NYSE: CRD-A and CRD-B), the world's largest publicly listed independent provider of claims management and outsourcing solutions to carriers, brokers and corporates announces the appointment of Mark Hale as construction practice lead in Canada. Hale will be focused on driving revenue growth of the Construction Practice across Canada.

"Mark's extensive construction experience and international claims exposure make him an ideal candidate for this role. He has a solid knowledge of policies and the ability to provide exceptional customer experiences. We are confident that Mark will be instrumental in growing our construction practice in Canada," said Paul Hancock.

Mark has been a part of Crawford & Company for over 13 years, having most recently served as a senior general adjuster.

"We have been working for some time to develop a construction team in Canada to formalize our service offering in the marketplace and are really excited to be launching this as we move into the middle of the construction season. With the addition of Mark, we are well-positioned to support our clients as we continue to fulfill our purpose of restoring and enhancing lives, businesses and communities," concluded Hancock.

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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 carriers, brokers, and corporates 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 CRD-A must



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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.

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