



Crawford & Company®
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CRAWFORD, U.S. LAUNCHES STRATEGIC PARTNERSHIP WITH AIRBNB TO EXPAND TEMPORARY HOUSING SOLUTIONS

Crawford & Company® today announced a strategic partnership with Airbnb, through its Contractor Connection® division, to enhance and scale temporary housing solutions for policyholders displaced by insured events.

Through this collaboration, Crawford's Temporary Housing Solutions service gains access to Airbnb's global network of more than nine million listings across over 150,000 cities and towns. This enables faster placement, greater flexibility, and a wider range of housing options for policyholders, particularly in high-demand or catastrophe-impacted areas.

The partnership strengthens Crawford's ability to deliver a seamless, end-to-end housing experience as part of the claims journey. In addition to traditional hotel and rental options, policyholders can now benefit from immediate access to short-term and longer-term accommodations through Airbnb, including properties available for urgent or last-minute placements via instant booking.

Once eligibility for alternative accommodation is confirmed, the Crawford Contractor Connection team of dedicated temporary housing specialists manages the full placement process on behalf of the policyholder. From sourcing and booking to ongoing stay management, the team works with the policyholder to align each placement with the household's specific needs, including location, family size, pets, and accessibility requirements.

Policyholders receive continuous support throughout their stay, with assistance for extensions, modifications, and issue resolution, supported by both Contractor Connection's service team and Airbnb's global support infrastructure. This coordinated approach helps to reduce stress for displaced families and ensure a smooth transition from loss to recovery.

For insurance carriers, adjusters and claims organizations, Crawford's Contractor Connection manages host coordination, billing, and booking administration. This reduces operational complexity, improves visibility, and allows claims teams to remain focused on core claims resolution while helping to deliver a high-quality policyholder experience.

"Working with Airbnb allows us to deliver on our commitment to putting clients and their policyholders first," said Lance Malcolm, president, Crawford Network Solutions. "By expanding access to flexible temporary housing options, we are helping carriers respond more quickly and compassionately when policyholders need support



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most. Together, Crawford and Airbnb are making the placement process simpler, faster and more responsive to the real needs of displaced families.”

This partnership is part of Crawford’s broader strategy to modernize temporary housing within the insurance claims ecosystem by expanding supply, accelerating placement speed, and improving both financial and human outcomes during times of disruption.