



Crawford & Company®
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CRAWFORD & COMPANY® LAUNCHES INDUSTRY FIRST PROGRAM WITH AIRBNB TO ENHANCE TEMPORARY ACCOMMODATION

Crawford & Company® (NYSE: CRD-A and CRD-B) is pleased to announce a program with Airbnb to accelerate and simplify the provision of temporary accommodation for policyholders following a significant insured event.

The program enables Crawford® to secure suitable accommodation via Airbnb's network of more than nine million listings across over 150,000 cities and towns worldwide, including urgent or last-minute placements via instant booking options. The process offers greater flexibility, cost efficiency and choice to complement our traditional hotel solutions, supporting both short and longer-term relocations.

Once eligibility for alternative accommodation is confirmed, dedicated and specially trained Crawford claims handlers manage the entire process on the customer's behalf. From account setup and property search to booking and ongoing management, handlers oversee every stage of the journey, reducing the burden on displaced policyholders and identifying accommodation tailored to each household's specific needs.

Policyholders receive continuous support throughout their stay, including assistance with extensions and amendments, backed by Airbnb's 24/7 service team and specialized escalation channels as needed. For insurers and clients, Crawford manages host liaison, invoicing and booking, enabling claims teams to remain focused on core claims resolution.

Paul Lofkin, president, UK & Ireland, said: "Our program with Airbnb marks a step change in delivering alternative accommodation, streamlining the journey from first notification of loss through to return home. By combining our claim expertise with Airbnb's global network of listings, we can secure flexible, cost-effective accommodation quickly, while giving policyholders greater choice. With specially

trained handlers managing the entire process end-to-end, we reduce stress for customers and improve operational efficiency and oversight for our insurer partners.”