



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

**FOR IMMEDIATE RELEASE**

**CRAWFORD & COMPANY® NAMES JEMIN THAKKAR GLOBAL CHIEF INFORMATION OFFICER**

*Appointment strengthens global technology governance and modernization*

**ATLANTA (April 1, 2026)** Crawford & Company (NYSE: CRD-A and CRD-B), a leading provider of claims management and outsourcing solutions, today announced that Jemin Thakkar has been named global chief information officer (CIO), effective April 1, 2026. Thakkar will report directly to President & CEO Bruce Swain and will lead Crawford's global IT and technology organization.

Thakkar has served as Crawford's chief information security officer, where he helped strengthen the company's technology foundation and advance its cybersecurity posture. In his expanded role, he will have responsibility for all IT functions, creating a more unified structure across the company. The new organizational model is intended to strengthen how Crawford governs, aligns and executes technology globally, with a focus on enabling better data integration and analytics, creating clearer accountability for technology decisions and investments and accelerating enterprise modernization and transformation.

"Jemin has been a trusted leader at Crawford, with deep technical expertise, a strong risk-management mindset and a collaborative leadership style that has earned the confidence of senior leadership and the board," said Bruce Swain, president & CEO. "His experience guiding enterprise-level technology and security initiatives positions him well to lead our global IT organization and support Crawford's long-term growth and resilience."

The global CIO organization will operate with strong central governance, shared platforms and enterprise alignment, while preserving local execution, accountability and business partnership in each region. As CIO, Thakkar will prioritize partnership with the business and a clear focus on client outcomes – strengthening the technology and data capabilities that help teams serve clients more efficiently, improve responsiveness and elevate the customer experience. In addition, he will lead the



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company's efforts to responsibly accelerate the adoption of artificial intelligence (AI), supported by disciplined data practices and security by design.

“Technology plays a critical role in enabling our business, managing risk and protecting the enterprise,” said Jemin Thakkar, global CIO. “As we step into our next chapter, my focus will be on driving meaningful transformation and responsibly accelerating our use of AI, while ensuring our technology investments translate into more consistent, high-quality service for clients. We will approach AI with a strong governance foundation so that innovation and trust advance together.”

#### **About Crawford®**

Based in Atlanta, Crawford & Company (NYSE: CRD-A and CRD-B) is a leading global provider of claims management and outsourcing solutions to insurance companies and self-insured entities with an expansive network serving clients in more than 70 countries. The Company's two classes of stock are substantially identical, except with respect to voting rights for the Class B Common Stock (CRD-B) and protections for the non-voting Class A Common Stock (CRD-A). More information is available at [www.crawco.com](http://www.crawco.com).

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