



Crawford & Company®
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FOR IMMEDIATE RELEASE

CRAWFORD & COMPANY RELEASES “BUILT FOR THE FUTURE: 2026 PREDICTIONS”
Crawford leaders offer expert insight into the trends and forces that will shape the U.S. claims landscape in 2026.

ATLANTA, Mar. 5, 2026 – Built for the Future: U.S. Predictions Report 2026, a new report from Crawford & Company, explores the forces reshaping the insurance claims industry and offers expert insight into how organizations can prepare for what lies ahead.

As the industry enters 2026 amid evolving catastrophe risk, accelerating digital adoption, and shifting market conditions, the report brings together perspectives from Crawford leaders across its U.S. operations. Their insights highlight where the claims ecosystem is headed and what it will take to build resilience, intelligence, and adaptability in an increasingly complex environment.

“Built for the Future reflects how the claims industry is moving from discussion to action,” said Mike Hoberman, CEO, U.S. Operations. “The organizations that succeed in the years ahead will be those that invest intentionally in resiliency, embrace data and automation thoughtfully, and remain agile as market conditions continue to evolve. By doing so, they will be better positioned to leverage their expertise and drive meaningful results as the landscape transforms.”

The report examines four key areas shaping U.S. insurance claims in 2026:

- Catastrophe recovery trends and the growing focus on resiliency and preparedness
- Data and automation as drivers of efficiency, accuracy, and transparency
- Digital transformation and increasing personalization across the claims experience
- Broader industry shifts testing agility, talent strategies, and operational flexibility

Across these themes, the report emphasizes that while not every challenge can be predicted, organizations can position themselves to respond more effectively by building stronger foundations today.

The Built for the Future: Predictions Report 2026 is now available and includes written insights alongside video perspectives from Crawford subject matter experts.

To read the full report, visit: [Built for the future 2026 | Crawford & Company](#).

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



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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.

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