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FOR IMMEDIATE RELEASE

Crawford & Company® Australia appoints Chief Client Officer James Merchant to lead sales and account management functions in Australia

LONDON (14 OCTOBER 2019) – Crawford & Company® (NYSE: CRD-A and CRD-B), the world's largest publicly listed independent provider of claims management and outsourcing solutions to insurance companies and self-insured entities, has announced the appointment of James Merchant as chief client officer for its Australia operations.

In the role, Merchant will be responsible for setting the customer management and business development strategy at Crawford & Company Australia and will oversee the activities of the key account managers and the sales teams across multiple channels. He has also been appointed to the company's Australian Executive Committee. James will report to Tim Jarman, president, Australia and will also have accountability to Benedict Burke, chief client officer, Global Client Development, in respect of Crawford's global clients.

Most recently, Merchant was founder and creative business leader at a consultancy firm which used 'Design Thinking' to help businesses develop new organisational capabilities through improved business innovation, targeted training and enhanced information synthesis. Prior to this, he held a number of senior management positions within CGU Insurance and Suncorp, including National Claims Manager at CGU and the Executive Manager Operational Services at Suncorp.

Commenting on the appointment, Jarman said: "I am delighted to welcome James to the Crawford Australia team. We are constantly seeking new ways to work more closely with our clients, expand access to the full scope of Crawford's capabilities and commitment to delivering on our mission to restore and enhance lives, businesses and communities. Through his operational experience combined with his ability to help organizations identify and implement new opportunities, James brings a different perspective to our client

engagement activities, one which will positively impact our ability to place the needs of our clients at the forefront of the services we offer and how we deliver them.”

About Crawford

Based in Atlanta, Ga., Crawford & Company® (www.crawfordandcompany.com) Crawford & Company (NYSE: CRD-A and CRD-B), the world's largest publicly listed independent provider of claims management and outsourcing solutions to companies and self-insured entities, with an expansive global network serving clients in more than 70 countries. The Crawford Solution® offers comprehensive, integrated claims services, business process outsourcing and consulting services for major product lines including property and casualty claims management, workers compensation claims and medical management, and legal settlement administration. The Company's shares are traded on the NYSE under the symbols CRD-A and CRD-B.

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