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FOR IMMEDIATE RELEASE

Crawford & Company® creates Coronavirus Claims Instruction and Technical Support Desk to address concerns arising from Coronavirus (COVID-19)

Information Desk will provide claims support for carriers, brokers and corporates

ATLANTA (March 6 2020) Crawford & Company® (NYSE: CRD-A and CRD-B), the world's largest publicly listed independent provider of claims management and outsourcing solutions to carriers, brokers and corporates, has created a Coronavirus Claims Instruction and Technical Support Desk to ensure consistent handling of any claims as well as providing the best possible advice to our clients around the impact of COVID-19.

At this point we believe insurance exposure remains low, but with travel bans imposed by many countries and / or companies the hospitality sector is likely to be impacted. Our global Coronavirus Claims Instruction and Technical Support Desk will form an important nerve center to collect and disseminate the latest information on the impact of the virus as well as the insurance response to it.

"Whilst COVID-19 has not yet been declared a pandemic, we do know that many of our clients are concerned about the health and economic impacts of the virus and that a major global pandemic could affect sporting, leisure or business events where a multiple number of people gather. Numerous stakeholders are impacted if an event is delayed or cancelled and we are ready to provide advice." said Rohit Verma, global chief operating officer, Crawford & Company.

"In past years, we have had Zika virus, SARS, avian flu and swine flu, all of which caused a number of events to be cancelled and we are aware that carriers and brokers are receiving a large number of enquiries. We want to give carriers, brokers and corporates easy access to experts who are experienced in handling contingency, business interruption and casualty claims arising from such events." continued Verma.

Support is available 24/7 with representatives from around the world available for claims notification or private consultation to answer queries about the claims impact of COVID-19 via:

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About Crawford®

Based in Atlanta, Crawford & Company (NYSE: CRD-A and CRD-B) is the world's largest publicly listed independent provider of claims management and outsourcing solutions to insurance companies and self-insured entities with an expansive global network serving clients in more than 70 countries. The Company's two classes of stock are substantially identical, except with respect to voting rights and the Company's ability to pay greater cash dividends on the non-voting Class A Common Stock (CRD-A) than on the voting Class B Common Stock (CRD-B), subject to certain limitations. In addition, with respect to mergers or similar transactions, holders of CRD-A must receive the same type and amount of consideration as holders of CRD-B, unless different consideration is approved by the holders of 75 percent of CRD-A, voting as a class. More information is available at www.crawco.com.

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