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FOR IMMEDIATE RELEASE

Crawford & Company® appoints Global Relationship Leader Jeff Carr joins Global Client Development team

ATLANTA (March 10, 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 announced the appointment of Jeff Carr as global relationship leader within the company's Global Client Development team led by Benedict Burke, chief client officer, Global Client Development.

In this role, Carr will be responsible for maintaining and developing client relationships at both the executive and C-suite level. Operating on a global basis, he will look to grow and optimize these relationships, further strengthening Crawford's position as both a strategic and trusted consultative partner.

Carr brings over thirty years of insurance experience to the role. Most recently, he was director of client service, QBE European Operations; a position he held for five years as a senior member of QBE's distribution leadership team in their European Operations. Prior to this, he was head of client management and global client executive, ACE European Group. During his career, he has also held positions at AIG, Europ Assistance and RSA.

Commenting on the appointment, Burke said: "Jeff is a highly experienced and adaptable insurance professional with an extensive combination of leadership, technical and relationship management expertise and experience across a wide range of senior insurance industry roles. As one of our three global relationship leaders, he will take a full enterprise and holistic view of our clients to ensure that Crawford truly understands their business-critical issues, adding value and contributing at all levels to our client and their customers."

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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