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FOR IMMEDIATE RELEASE

Crawford & Company® appoints two Global Relationship Leaders Caroline Pritchard and Tenesha Frazier-Levett join Global Client Development team

LONDON (30 MAY 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 appointments of Caroline Pritchard and Tenesha Frazier-Levett as global relationship leaders within the company’s Global Client Development team led by Benedict Burke, chief client officer, Global Client Development.

As global relationship leaders, Pritchard and Frazier-Levett will be responsible for developing strategic plans, building relationships at both the executive and C-suite level of our global carrier and broker clients, and demonstrating a full understanding of their business critical needs. Promoting the company’s ‘One Crawford’ ethos, they will look to enhance Crawford’s ability to deliver on its full spectrum of solutions and further strengthen its partner status.

Pritchard brings over 25 years of customer and distribution sales experience to the role, having worked across both the broking and insurance arenas. Prior to joining Crawford, she was Head of Distribution and Market Management in the UK for Zurich Insurance Company. During her career, she has also worked at Marsh, Aon UK and JLT Risk Solutions.

Frazier-Levett is a highly experienced business development professional and during her 14 years in the insurance industry has held positions in underwriting, proposition development and sales. Most recently, she was Business Development Leader at Zurich North America.

Commenting on the appointment, Benedict Burke, Chief Client Officer, Global Client Development, said: “This announcement demonstrates Crawford’s continued commitment to delivering exceptional levels of service to

our clients. Caroline and Tenesha are extremely talented individuals who excel at fostering highly collaborative, value-generating relationships with companies across the insurance spectrum.”

He continued: “At Crawford, our focus is on achieving greater client cohesion and ensuring that we operate as a seamless extension of their global capabilities. That closeness will enable us to boost our performance and provide the client-specific insights to develop new services, evolve new capabilities and introduce new technologies that serve to further enhance our overall offering.”

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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