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FOR IMMEDIATE RELEASE

Crawford & Company® launches Forensic Accounting Services in Malaysia

Serina Tan appointed as manager, Crawford Forensic Accounting Services for Malaysia

LONDON (June 21, 2021) Crawford & Company® (NYSE: CRD-A and CRD-B), the world's largest publicly listed independent provider of claims management and outsourcing solutions has announced the launch of Crawford Forensic Accounting Services (CFAS) in Malaysia.

As newly appointed manager for CFAS, Serina Tan will ensure that the new service delivers efficiency and expertise when it truly counts. The service offers comprehensive support covering all policy types and can be actioned at any point in the policy lifecycle from the first notification of loss (FNOL) to court proceedings. The CFAS team will collaborate with our business partners to offer comprehensive claims solutions with a strong focus on corporate opportunities in business interruption including cyber, complex stock loss, product liability or product recall, and fraud.

"We are excited to bring Crawford Forensic Accounting Services to Malaysia to complement our other professional claims service solutions," said Veronica Grigg, president, Asia. "When businesses suffer financial losses due to insured events, proper evaluation of the impact can be extremely complex. The specialist forensic accounting expertise in Malaysia combined with strong analytical skills will be invaluable when the worst happens and will help restore and enhance lives, businesses and communities."

Crawford's Forensic Accounting Services team effectively manages losses by control, analysis, and verification of evidence and data, ascertains the losses solely attributable to an incident, and resolves contentious issues.

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 carriers, brokers and corporates 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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