



Crawford Cyber



Crawford Cyber Team

We provide specialist claims management services from the outset, while also being able to support any parallel Incident Response needs without conflict. We control costs and consistently deliver on brand promise with Crawford as Loss Adjuster and Incident Manager.



First Notification of Loss

Local and/or single global intake centre

Dedicated telephone number

Online reporting tool

Available 24/7/365

200 languages

Guaranteed response



Claims Management

Dedicated resource

Trained and experienced team

Triage to specialists as required

Management of claim

Global Management Information



Crawford Incident Mgr.

Local crisis manager

Project managed approach

Expert led

Single coordinator

Selected individuals

Triage to specialists as required



Specialist Provider

Contracted network

Extensive services range

Best-in-class

Experienced

Fast response

Completed due diligence



One Global Process

Timely

Consistent

Flexible

Solution driven

Global breadth

- Launched in 2015
- Innovative, first to market, mature
- Truly global, scalable
- Surge capability (e.g. 2021 MS Exchange Vulnerability)
- Rapid growth, over 30 carriers
- Over 3000 cyber claims managed
- \$750M+ indemnity spend
- \$50M+ direct vendor spend

Key Contact:

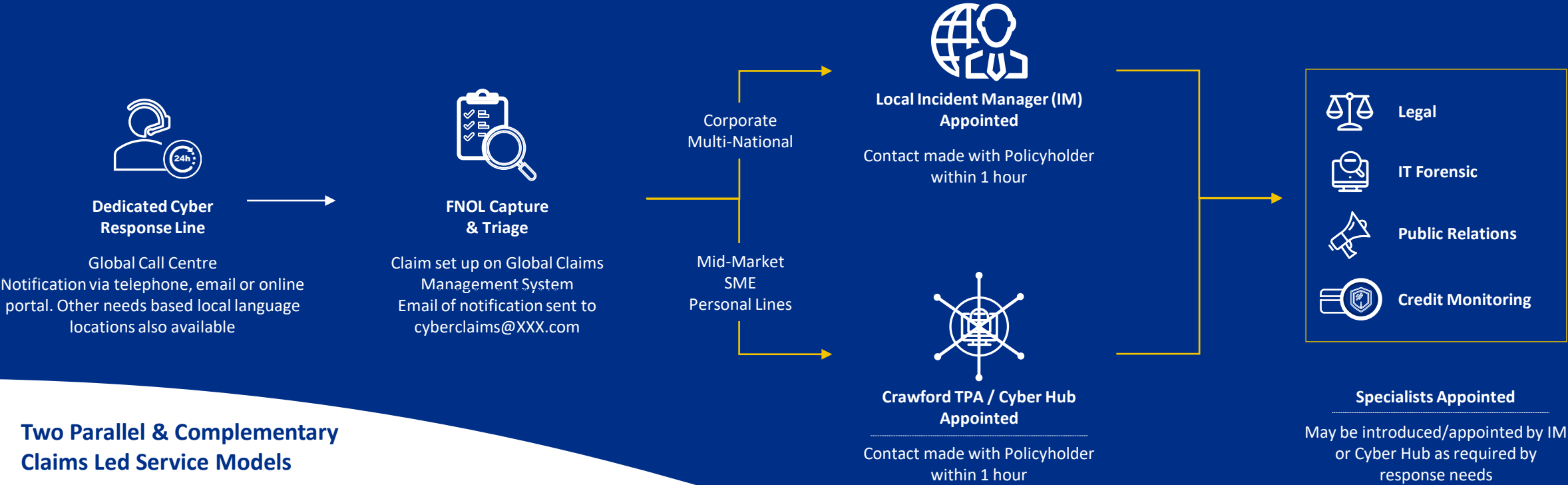


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Crawford Cyber Solution

Crawford helps control indemnity spend by appointing the appropriate level of resource (Incident Manager vs. Desktop) to the claim.



Two Parallel & Complementary Claims Led Service Models

Global Incident Response and Loss Adjusting

Key components comprise 24/7 FNOL, access to our accredited Incident Managers and contracted Experts. This solution is primarily positioned for the Global Corporate market or for larger risks.

SME Incident Response and Claims Management

This model mirrors the Global Incident Response but builds in additional desktop Claims Management capabilities delivered at a local level. In developing this solution we recognise the need for effective and efficient response, whilst still providing access to the services needed to respond to the more complex incident.

Specialist Loss Adjusters

Control costs and consistently deliver on brand promise with Crawford as Loss Adjuster and Incident Manager

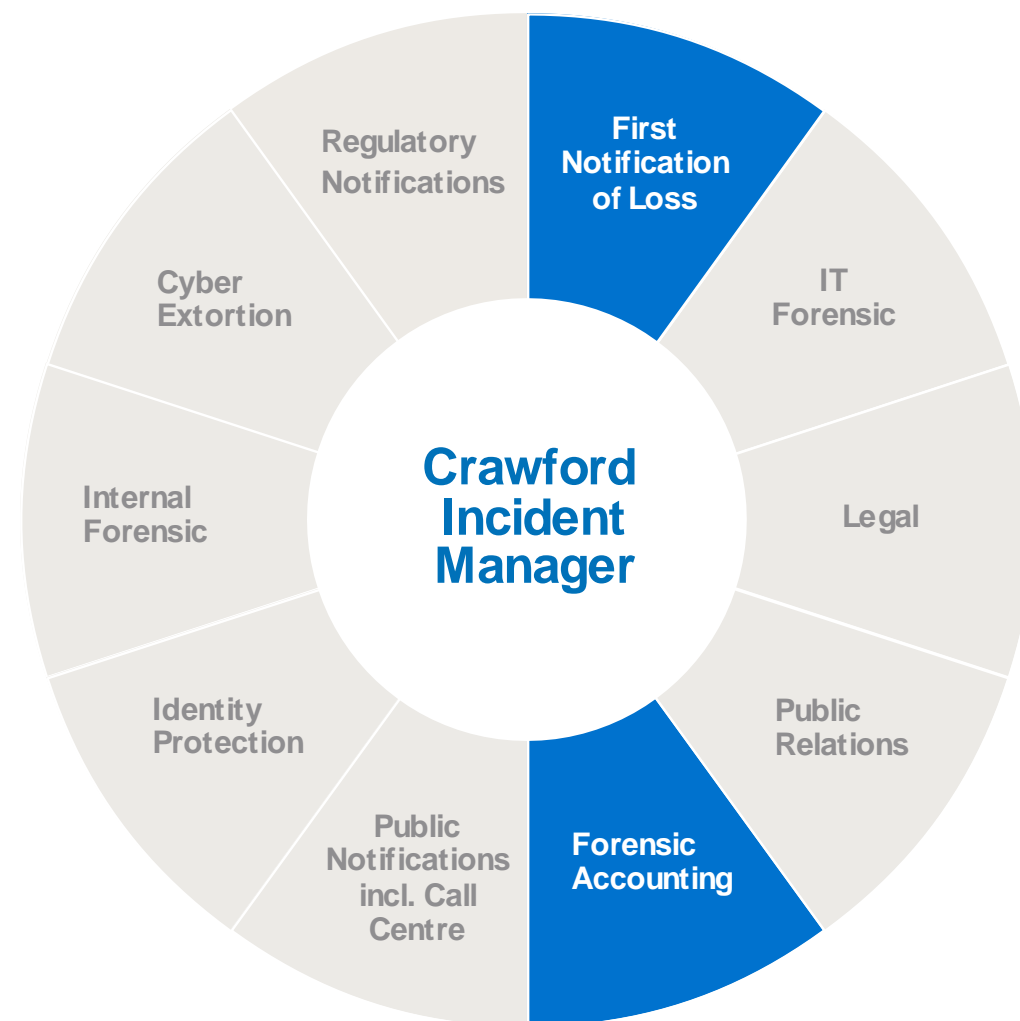
- Crawford's primary role is that of a Loss Adjuster
- Our USP: We provide specialist claims management services from the outset, while also being able to support any parallel Incident Response needs without conflict
- Where required, Crawford can introduce experts from our vendor network to provide the Insured with immediate access to specialist advice to assist in the management of the incident per their entitlement under the terms of the Policy
- All of the above is strategically managed by the Crawford Loss Adjuster. This ensures a level of control over the claim and costs from the outset, delivering effective communication and reporting to all stakeholders
- Crawford's specialist expertise and experience supports the Insured in mitigating the incident to include containment, investigation and recovery phases through to resolution

Managing a Successful Response

Crawford works with the insured to help coordinate and project manage the response to a cyber incident, including:

- Emergency assistance – 24/7/365 access.
- Helps insured when most vulnerable.
- Involving a specialist loss adjuster with experience in dealing with large and complex loss and claims matters.
- Introduces specialist expertise to support containment, investigation, remediation and recovery phases.
- Focus on immediate triage to produce effective discovery and solution plans to support, guide and assist the Insured in responding and ultimately restoring the business.
- Pre-approved vendors – Legal, IT Forensic, Extortion and PR etc.

All of the above is undertaken with a view to mitigating the impact of the incident, whilst controlling cost and spend from the outset



● Blue indicates services performed directly by Crawford

Specialist Cyber BI Forensic Accounting Services

Crawford Forensic Accounting Services (CFAS) can provide expert quantum services for Cyber BI claims ranging from small SME losses to multi-jurisdictional, multi-million dollar losses.

Key Features of Crawford's Cyber BI Services

- Early appointment aligned to initial triage and discovery of circumstances to support decision making
- Mitigation of financial risk and exposure as a core driver of our response model
- Specialist expertise in complex Cyber BI quantification
- Establish cause and effect between event and resulting financial losses
- Integrated services combined with our wider Crawford Cyber Solution
- Proven experience with true global reach
- Deploy expertise to insured and uninsured environment

66 qualified accounts with unparalleled language and cultural diversity supported by the global Crawford network

Over 1M hours combined specialist forensic accounting experience in the service of insurers and their clients

400+ Cyber BI claims experience in the last three years

Cyber BI forensic accounting work supported by the Crawford Cyber Solution currently rolled out to over 30 major carriers worldwide

Crawford Cyber Global Contact List

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About Crawford & Company®

For over 80 years, Crawford has led the industry through a relentless focus on people and the innovative tools that empower them.



Loss
Adjusting



Third Party
Administration



Managed
Repair



Medical
Management



On-Demand
Services



Catastrophe
Response

9,000 employees | **50,000** field resources | **70** countries | **\$18B+** claims managed annually

Crawford®

Learn more at
www.crawco.co.uk    