



Crawford & Company®
5335 Triangle Parkway NW
Peachtree Corners, GA 30092



Crawford & Company® Enters Enterprise Partnership with HOVER Inc.

Crawford and HOVER partner to reduce claim cycle times to carrier partners and improve the policyholder experience

ATLANTA (July 16, 2020) 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, is pleased to announce a partnership with HOVER Inc. to arm its vast network of adjusters and independent contractors with HOVER's complete property measurements and 3D models to drive innovation in claims management.

"We're excited to partner with HOVER. This innovative technology provides the flexibility we need to serve our clients across a variety of workflows, from existing to virtual and self-service, with highly accurate and complete property data," said Ken Tolson, U.S. President, Crawford Claim Solutions.

"Crawford is an innovation leader in claims management and we're thrilled to enter a partnership that will help them reduce claim cycle times and provide better data-sets back to their carrier partners all while providing increased satisfaction to the policyholder," said Kevin Reilley, Executive Vice President, HOVER Inc.

The HOVER partnership is Crawford's latest investment to support DIY data collection on behalf of their carrier partners, enabling more virtual and desk adjusting services. Combined with expanded scoping programs via Crawford's subsidiary WeGoLook®, significantly reduces carrier costs while providing a superior experience for the policyholders.

HOVER has served the U.S. insurance industry since 2016. With HOVER, smartphone photos are transformed into a complete property data package, including an interactive 3D model with accurate roof and elevation measurements. With HOVER's Connect feature, adjusters may invite property owners to capture their own photos with their smartphone, which provides the HOVER measurements back to the adjuster and enables both the desk and field adjusting teams to accurately triage, estimate, and settle claims as quickly as possible.

To learn more about Crawford's Partnership with HOVER Inc., contact mediarelations@us.crawco.com.

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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



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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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