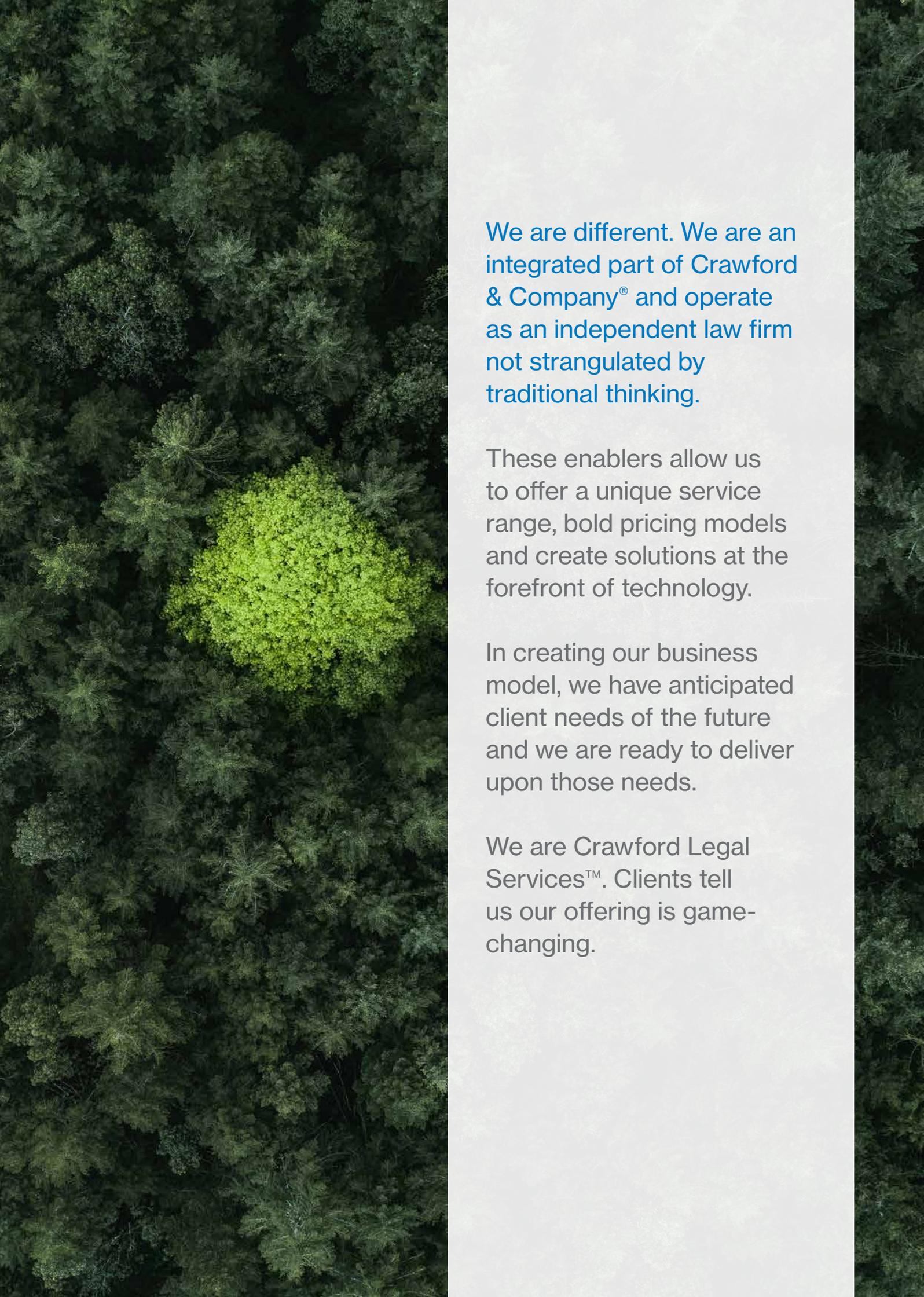


# Crawford Legal Services™

You don't need to imagine a  
better law firm experience.  
It's arrived.

An aerial photograph of a dense forest. The majority of the trees are dark green, but one tree in the center-left is highlighted in a bright, vibrant green, making it stand out from the rest of the canopy.

We are different. We are an integrated part of Crawford & Company® and operate as an independent law firm not strangled by traditional thinking.

These enablers allow us to offer a unique service range, bold pricing models and create solutions at the forefront of technology.

In creating our business model, we have anticipated client needs of the future and we are ready to deliver upon those needs.

We are Crawford Legal Services™. Clients tell us our offering is game-changing.

## Client Experience: Local

Locally, an exceptional and connected client experience is at the core of everything we do, differentiated by:

### People/Growth

We are attracting individuals, teams and firms with highly developed technical skills who share our vision and entrepreneurial spirit to provide something different among the 'usual' legal offering. This is shaping our future.

### Integrated Service Range

In addition to our unbundled legal services, being integrated within Crawford allows us to think and create differently.

- 1. End-to-end:** 'One Crawford' connected claims solutions sees the entire claim lifecycle handled under one roof. We bring together adjusters, builders, claims administrators and lawyers, side by side, with a goal to reduce claim duration and cost.
- 2. Supplier consolidation:** empowering clients to take greater control of their supply chain, selecting services from our integrated 'One Crawford' offering. This can reduce complexity, duplication and disconnect between multiple suppliers and therefore help to reduce cost.
- 3. Product differentiation:** we are creating game changing offerings across areas such as recoveries and litigation management. These solutions are based on proactive rather than reactive strategies, helping drive greater results.

### Price

We break tradition in our commercial thinking and are bold in reimagining pricing solutions. We help clients meet the 'more for less' challenge without compromising exceptional technical expertise and quality.

### Technology

Investing in technology to enable better customer experiences is in Crawford's DNA – in the past two financial years alone, Crawford has invested \$200 million in technological advancements. It is this investment that enables us to reimagine the value of lawyers. It is the connectivity of our Crawford experts through seamless access of same systems, together with automation tools, that creates shared experiences and drives outcomes.

### Big Data

Intuitive visual business intelligence at its best to help clients proactively manage outcomes and risk. Our ability to capture and extract connected cross-class and cross-territory big data is unparalleled.

## Client Experience: Global

Globally, we are reimagining legal solutions and disrupting the legal industry:

- We are able to own and connect legal services across national borders in a way that our competitors cannot.
- This strategic global play exists because Crawford is an established leader in many of the growth regions of Crawford Legal Services™.
- We are anticipating clients' global needs and giving clients the power of choice.
- We are creating new global products and services, such as fraud solutions, to meet evolving client needs.



## Crawford Legal Services™ locations:

Birmingham (UK) | Brisbane | Canberra | Concepcion | Leeds | Liverpool | London  
Manchester | Melbourne | Newcastle (AU) | Perth | Santiago | Sydney | Viña del mar

[crawcolegal.com](http://crawcolegal.com)

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# About Crawford & Company®

For 80 years, Crawford has solved the world's claims handling challenges and helped businesses keep their focus where it belongs – on people.



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®

Restoring and enhancing lives, business and communities.