

**CRD.A** **CRD.B**  
**LISTED** **LISTED**  
**NYSE** **NYSE**



For more information contact:  
Lynn Cufley +44 (0) 207 265 4067  
[lynn.cufley@crawco.co.uk](mailto:lynn.cufley@crawco.co.uk)

19 September 2012

**Crawford appointed as sole provider  
for RSA subsidence account**

**London** – Crawford & Company has been appointed by RSA as its sole provider of subsidence claims handling services for a five year term.

“Subsidence can cause significant disruption for our customers, so our choice of partner for the handling of these claims is key. We are confident that Crawford’s offering will provide excellent service and echo our own ideals of putting the customer first,” said Louisa Leonard, Personal Claims Director, Home and Pet, RSA.

“I am delighted that we will continue our close working relationship with RSA and believe that our proven record of excellent service, willingness to adapt and commitment to improving the experience for the customer was instrumental in our appointment as sole provider to RSA. We are thrilled to be expanding our subsidence work with such a major insurer.” said Greg Gladwell, CEO UK & Ireland, Crawford & Company.

“This is great news for our subsidence division which is built on a strong reputation for technical experience and consistent quality. This appointment provides us with the opportunity to make further advancements in our quest for outstanding cost control coupled with superior service delivery.” Alex Finch, Specialist Property Services Director, Crawford & Company.

**Notes to News Editor:**

Based in Atlanta, Ga., Crawford & Company ([www.crawfordandcompany.com](http://www.crawfordandcompany.com)) is the world's largest independent provider of claims management solutions to the risk management and insurance industry as well as self-insured entities, with an expansive global network serving clients in more than 70 countries. The Crawford System of Claims Solutions<sup>SM</sup> 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 CRDA and CRDB.

