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Crawford & Company Reveals Lessons from Superstorm Sandy during London Market Presentations

London – Global claims management leader Crawford & Company recently conducted a number of presentations to the London Market, during which it mentioned that it is now in the final phase of settlement on the remaining claims it has managed resulting from Superstorm Sandy. Other topics included lessons learned from its storm-related claims management efforts.

Crawford executives said that up to 600 of the company’s adjusters have handled almost 50,000 claims across 16 states on behalf of dozens of insurers after Sandy struck the U.S. Eastern Seaboard region of the United States in October 2012. Approximately 1,500 of these claims handled by Crawford’s Global Technical Services® (GTS®) business were large or complex losses of US\$500,000 or more on nominated Global Technical Services accounts. As of 25 February more than 90% of the total number of claims had been fully settled.

The company has delivered services amidst a uniquely challenging environment in which insurance sector, city, state and federal disaster agencies have cooperated to support the needs of customers.

“Sandy offers a proxy for how adjusters like us will handle catastrophes,” says Crawford Chief Executive Officer, Property & Casualty for the Americas region, Kevin Frawley. “We learn lessons from every incident to which we respond, and in the case of Sandy, the combination of high claim volumes and the need for every customer to be seen by an adjuster as quickly as possible involved some regulatory challenges, but we dealt with those challenges head on.”

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Key amongst them were emergency orders from the states of New York and New Jersey to reduce the inspection requirement standard from 15 days to six days in NYC and in New Jersey to five. “We were very clearly focused on ensuring these requirements under the emergency declaration were being met,” says Kevin.

He adds that Crawford spends a substantial amount of time preparing its employees and business for catastrophe claims handling. “During stable periods we carry out a substantial amount of training to update the qualifications, certifications and accreditations of our adjusters. Last year we gave more than 1,000 adjusters training like this and, having dealt with significant claims in the northeastern United States during 2011 from Hurricane Irene, we recognized a need in that region, so we held a specific training course in Atlantic City, New Jersey in mid-2012; ironically at the epicentre of where Sandy hit.”

More than 130 professionals from the London Market attended the update from Crawford’s U.S. Property & Casualty executives, with Global Technical Services Managing Director Richard Lafayette detailing a number of the “on the ground” challenges. “Crawford always seeks to learn lessons from our handling of major incidents and Sandy was a unique event,” he said. “I’m pleased our adjusters have been able to do their jobs despite challenging conditions in which we ourselves were at times caught up in. For example, those very same emergency management administrations that called for urgent inspections also mandated minimum three-in-a-car rules to ease traffic congestion.”

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Notes to News Editor:

Based in Atlanta, Ga., Crawford & Company (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® 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.

