



FOR IMMEDIATE RELEASE



Crawford Promotes Phyllis Austin to EVP, Global Human Resource Management

ATLANTA (January 13, 2014) — Crawford & Company (NYSE: CRDA; CRDB), the world’s largest independent provider of claims management solutions, has promoted senior human resources professional Phyllis Austin to executive vice president, Global Human Resource Management and added her to its Global Executive Management team.

Austin, who is based in Atlanta, reports to President and Chief Executive Officer Jeffrey T. Bowman. “Phyllis is a highly skilled professional whose superb leadership of her staff and results-driven approach have been instrumental in helping us achieve our corporate goals. I am confident she will continue to make a significant contribution to our organization as we further develop a clearer vision and uniform approach to our global HR strategies,” Bowman said. “The most significant aspect of this new position is that it will consolidate all of our HR functions under Phyllis’ leadership,” Bowman said.

Austin joined Crawford in 2006 as senior vice president of Human Resources, and has held responsibility for all aspects of human resources, including talent management, employee relations, benefit and compensation design and administration. She came to Crawford from DS Waters of America LP in Atlanta, where she was vice president of Human Resources. Prior to this, Austin held a number of executive HR positions at Danone Waters of North America in Pasadena, Calif., including vice president of Human Resources and director of Compensation, Benefits and HRIS. Earlier in her career, she served as first vice president of Human Resources for Great Western Financial Corp. in Chatsworth, Calif.

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Austin holds a Master of Business Administration degree, with an emphasis in Human Resources, from California State University, Long Beach and a Bachelor of Science degree from the University of Southern California. She also earned her Human Resources Management professional designation from the University of California, Los Angeles.

About Crawford

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.



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