



FOR IMMEDIATE RELEASE



Crawford & Company (Canada) Inc. Expands Sales Team with the Appointment of Nancy Costa as National Account Executive

TORONTO (January 12, 2015) – Pat Van Bakel, president and chief executive officer, Crawford & Company (Canada) Inc., announced today the appointment of Nancy Costa to the position of national account executive. Reporting to Gary Gardner, senior vice president, Global Client & Business Development, Costa will work in conjunction with Crawford’s sales team to enhance and promote Crawford’s service offerings and strengthen customer relations across all lines of business.

Costa’s insurance career spans nearly two decades, and she has occupied a variety of claims handling positions, along with key management roles in third party administration, compliance, sales and marketing within the commercial insurance market. As an insurance professional, Costa has played a vital role in developing and managing strategic client relationships, designing and implementing customized third party administration programs and anticipating market demands and clients’ needs. Costa’s educational achievements include a Bachelor of Arts degree from York University and the Chartered Insurance Professional designation from the Insurance Institute of Canada. Costa is also fluent in Portuguese, Spanish, French and Italian.

“During Nancy’s tenure in the industry, she has built a strong reputation for exemplary client service supported by a solid understanding of the claims and insurance industry,” said Van Bakel. “The addition of Nancy to the Crawford group serves to enhance our servicing capabilities to our clients through expanding our professional network of highly knowledgeable, skilled and customer-oriented individuals.”

“Nancy’s professional experience and knowledge of the commercial insurance industry and the claims process, combined with her client-centric approach, make her a valuable asset to our team,” said Gardner. “We are excited to have her join us.”

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About Crawford

[Crawford & Company \(Canada\) Inc.](#) is a wholly owned subsidiary of Crawford & Company. Based in Atlanta, Ga., [Crawford & Company](#) 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 SolutionSM 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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