



FOR IMMEDIATE RELEASE



Crawford & Company (Canada) Inc. Strengthens Ontario Team

TORONTO (January 14, 2015) – Crawford & Company (Canada) Inc. announces today the addition and promotion of several key personnel in the Ontario Region. The strategic placement of these individuals serves to strengthen the Crawford team and enhance our client servicing capabilities.

Crawford’s Toronto West branch, one of the Company’s largest locations within the Greater Toronto Area (GTA), welcomes the addition of Spencer Bailey to the position of property & casualty supervisor, Toronto West. Bailey will report to Kelly Stevens, newly appointed branch manager, Toronto West. Stevens has served as assistant branch manager for the last four years under the direction of Michael McLeod, who has accepted a new position as branch manager, Waterloo and Owen Sound. McLeod succeeds his predecessor, Mark Hale, who has been a valuable asset to Crawford and will continue his work as a senior general adjuster with Crawford Global Technical Services® (GTS®). Crawford also welcomes Deborah Mannisto to the position of branch manager, Thunder Bay.

“These individuals bring many years of valuable experience and knowledge to their new positions, as well as a passion and drive for enhancing the customer experience,” said Pat Van Bakel, president and chief executive officer of Crawford & Company (Canada) Inc.

These new roles reflect the deep experience of these team members:

MORE

Page 2 . . . Crawford & Company (Canada) Inc. Strengthens Ontario Team

Spencer Bailey, CIP – Property & Casualty Supervisor, Toronto West

Bailey brings a vast knowledge of claims adjusting to this position, with more than two decades of experience working in all aspects of the claim administration process. Bailey is an industry recognized expert and has a reputation for handling complex losses in the areas of residential and commercial property, general liability, environmental, with a special focus on greenhouse claims. He holds his Chartered Insurance Professional (CIP) designation and is licensed in all lines. In his new role, Bailey will be responsible for the direct supervision of front line associates in the Property & Casualty lines of business at this branch.

Kelly Stevens, Hons BA, CIP, CRM – Branch Manager, Toronto West

Stevens has nearly 20 years of experience in the insurance industry, working primarily in the property and casualty field. In 2007, Stevens joined the Company as a client service manager and has since held positions as accident benefits supervisor and assistant branch manager. In her new role as branch manager, she will oversee all branch operations.

Michael McLeod, CIP – Branch Manager, Waterloo and Owen Sound

McLeod has been promoted to the position of branch manager of the Company's Waterloo field branch which services Kitchener, Guelph, Cambridge, and Owen Sound. Since joining Crawford in 2008, McLeod has held positions as bilingual adjuster-trainee, all lines field adjuster, and branch supervisor. He has gained a wealth of knowledge in both his field and management roles. As branch manager, Toronto West, McLeod was also instrumental in helping the Company work through several large branch consolidations in the GTA. These experiences and his extensive capabilities make McLeod an ideal candidate for his new role.

MORE

Page 3 . . . Crawford & Company (Canada) Inc. Strengthens Ontario Team

Deborah Mannisto, CIP – Branch Manager, Thunder Bay

Mannisto has been appointed to the position of branch manager of the Thunder Bay field branch. She brings with her many years of experience in the independent adjusting field. Most recently, Mannisto worked for a national independent adjusting firm where she managed an active caseload and helped with branch administration and supervision.

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.

###

For more information, please contact:

Gary Gardner

1-800-522-1380

Gary.Gardner@crawco.ca