

## **Crawford & Company (Canada) Inc. Makes Key Operational Appointments**

**Toronto (July 13, 2017)** Pat Van Bakel, president & CEO of Crawford & Company (Canada) Inc., is pleased to announce the appointment of several key operational staff. The appointment of Mary Charman, Kelly Stevens and Mike McLeod as managers, Spencer Bailey as assistant manager and Keith Marentette as managing professional for their respective branch hubs is accompanied by a shift in the alignment of our Ontario branch networks.

In an effort to streamline and simplify the operations of our branch network we have strategically grouped our Ontario branches into hubs based on geographic proximity and service reach. These newly established service hubs consist of North GTA, West GTA, and West Ontario, all of which serve as the central location for the surrounding branches. Click [here](#) to access our updated branch directory.

This initiative, coupled with the professional acumen, service excellence and devotion to quality that former branch managers Mary Charman, Kelly Stevens, Mike McLeod and Keith Marentette have displayed throughout their careers at Crawford, serves to strengthen our operational excellence and service delivery to our clients.



### **Mary Charman**

#### ***Manager, North GTA Branch Hub***

(Newmarket, Barrie, Orangeville, Huntsville and Owen Sound branch locations)

Mary has been with Crawford for over 22 years and is heavily involved in the insurance community. She holds executive positions with both the Canadian Independent Adjusters Association and the Ontario Independent Adjusters Association.



### **Kelly Stevens**

#### ***Manager, West GTA Branch Hub***

(Mississauga, Hamilton, and St. Catharines branch locations)

Kelly commenced her insurance career in 1995 and has occupied numerous progressive roles with several insurers in the Ontario auto and property space. She has been with Crawford since 2007 and has been branch manager of the former Toronto West operation since 2015.



## **Spencer Bailey**

### ***Assistant Branch Manager, West GTA Branch Hub***

(Mississauga, Hamilton and St. Catharines branch locations)

Spencer 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. Spencer is an industry recognized expert and has a reputation for handling complex losses in the areas of residential and commercial property, general liability and 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, Spencer will be responsible for the direct supervision of front line associates in the property and casualty lines of business.



## **Mike McLeod**

### ***Manager, West Ontario Branch Hub***

(Kitchener, Waterloo, Brantford, London and Windsor branch locations)

Since joining Crawford in 1998, Mike has held positions as bilingual adjuster-trainee, all lines field adjuster, branch supervisor and branch manager. Mike has gained a wealth of knowledge in both his field and management roles. As branch manager, Toronto West, Mike was also instrumental in helping Crawford work through several large branch consolidations in the GTA. These experiences and his vast capabilities make Mike an ideal candidate for this role.



## **Keith Marentette**

### ***Managing Professional***

(Kitchener, Waterloo, Brantford, London and Windsor branch locations)

Keith began his insurance career in Windsor, Ontario with Crawford, as an all lines adjuster in 1975. Throughout his professional career he has held branch manager positions within Kamloops, British Columbia and London, Ontario. Keith will be working with Mike McLeod to help manage this growing area.

### **For media inquiries please contact:**

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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 one of the world's largest independent providers 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 Solution® 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 CRD-A and CRD-B.