



Crawford & Company®
5335 Triangle Parkway NW
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FOR IMMEDIATE RELEASE

Crawford Appoints Shelley Landry as Vice President, Eastern Canada Operations

TORONTO (April 2, 2019) Crawford & Company (Canada) Inc. announced today the appointment of Shelley Landry as vice president, Eastern Canada Operations, overseeing the field branch network within all the Atlantic provinces and Quebec, effective immediately. Shelly will begin working out of Crawford's Montreal office where she will focus on supporting the organization's commitment to driving a client-focused culture across this diverse region.

"Shelley has been with Crawford since 2012 and most recently served as director of operations, Atlantic region. She has extensive knowledge of our business and our clients' needs," said Pat Van Bakel, president and chief executive officer, Crawford & Company (Canada) Inc. "Her considerable commitment to mentoring employees and dedication to quality has earned her a strong reputation inside and outside of Crawford and positions her well to support our Eastern Canada operations."

Throughout her years at Crawford, Shelley has consistently shown her commitment to supporting Crawford's corporate mission of restoring and enhancing lives, businesses and communities. Within her new role, Shelley will work closely with operations and employees to raise the bar on service, responsiveness and accountability and to focus on talent as we recruit, develop, and retain the best in the industry.

Shelly is an insurance claims professional who has been in the industry for 23 years and is committed to continuous education. She teaches courses through the Insurance Institute of Canada and has previously worked as a French teacher. She is extremely passionate about coaching and mentoring employees, which is something truly valued at Crawford.

"We are excited to see Shelley continue her career with Crawford and look forward to the future success that she will bring to the organization," said Pat Van Bakel.

For media inquiries, please contact:

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About Crawford®

Based in Atlanta, Crawford & Company (NYSE: CRD-A and CRD-B) is the world's largest publicly listed independent provider of claims management and outsourcing solutions to insurance companies and self-insured entities with an expansive global network serving clients in more than 70 countries. The Company's two classes of stock are substantially identical, except with respect to voting rights and the Company's ability to pay greater cash dividends on the non-voting Class A Common Stock (CRD-A) than on the voting Class B Common Stock (CRD-B), subject to certain limitations. In addition, with respect to mergers or similar transactions, holders of CRD-A must receive the same type and amount of consideration as holders of CRD-B, unless different consideration is approved by the holders of 75 percent of CRD-A, voting as a class. More information is available at www.crawco.com.

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