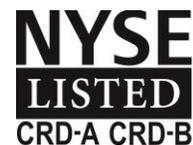




Crawford & Company®
5335 Triangle Parkway NW
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FOR IMMEDIATE RELEASE

Crawford Appoints Cortney Young as Head of Contractor Connection® (Canada)

TORONTO (March 4, 2019) Crawford & Company (Canada) Inc. announces today the appointment of Cortney Young as country lead for Contractor Connection® in Canada. Contractor Connection is a leading global contractor managed repair provider for consumers in need of property repairs after an insurance claim. This strategic leadership appointment solidifies Crawford's commitment to the growth and development of this industry solution within the Canadian insurance marketplace.

"Building on the success of the Contractor Connection program in Canada, Cortney will focus on the needs of our customers through developing and delivering tailored service solutions," said Pat Van Bakel, president & chief executive officer, Crawford & Company (Canada) Inc. "Furthermore, Cortney will oversee the internal operations of the program with a focus on operational efficiency as the team grows to maintain and enhance our strong value proposition with our insurer partners."

Throughout her 18 year tenure at Crawford, Cortney has held several positions including manager of our contact centre, project manager, and operations manager within Contractor Connection before being appointed assistant vice president, Operations & Client Services in 2017. As a progressive leader in our organization, she has been pivotal to the growth and success of the Contractor Connection program through enhancing client implementation processes, servicing reporting metrics and the successful roll out of the program in bilingual Canadian locations. She is bilingual and holds a Bachelor of Arts (BA) degree, is a Certified Associate in Project Management (CAPM) and a Fellow Chartered Insurance Professional (FCIP). She has also earned her Canadian Risk Management (CRM) designation.

"Contractor Connection is a valuable service solutions which provides an efficient, high-quality repair vendor network for residential and commercial property claims programs," said Pat Van Bakel. "Effective leadership and growth of this service supports our mission to restore and enhance lives, businesses and communities, through a focus on the policyholder, and reliance on a trusted contractor network."

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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