

Outstanding Crawford® Employees around the World

Congratulations to us! May 27, 2016, Crawford & Company® celebrates its 75th anniversary. To help commemorate this banner year, Crawford will highlight 75 of your colleagues from around the world. These Crawford employees, all of whom were nominated by their superiors, share what they do for the Company and how they believe Crawford is portrayed in the industry. You'll get the chance to read a little bit about these co-workers throughout the coming weeks, so be sure to check out their perspectives weekly.

Week 2 Crawford Employee Perspectives



Name: **Tina Aabye**

Title: Claims Handler

Location: Copenhagen, Denmark

What I do for Crawford: Handle vehicle claims

Years Employed by Crawford: 2

Describe Crawford in 1 to 3 words: opportunities, fantastic colleagues



Name: **Mike Campbell-Pitt**

Title: General Manager, Greater China; and Managing Director, Hong Kong

Location: Hong Kong

What I do for Crawford: Manage the Hong Kong operation and oversee the Greater China zone, which includes offices in China, Taiwan, Guam and Korea. I am an active adjuster, focusing on a variety of claims that include property, business interruption, construction/engineering and financial lines.

Years Employed by Crawford: 15

Describe Crawford in 1 to 3 words: global claim solutions



Name: **Maile Apau**

Title: California Service Center Manager

Location: Folsom, CA, USA

What I do for Crawford: Oversee California's workers compensation and liability claims operation

Years Employed by Crawford: 16

Describe Crawford in 1 to 3 words: innovative, passionate, integrity



Name: **Marta Fauro**

Title: Key Account Manager

Location: Madrid, Spain

What I do for Crawford: AON Spain outsources about 30,000 claims a year to us. I'm responsible for a unit of 32 claims handlers who work in different locations in Spain. Together with the AON manager, I ensure that our service standards comply with AON's requirements and that we settle a set amount of claims per month.

Years Employed by Crawford: 23

Describe Crawford in 1 to 3 words: growth, challenge, recognition



Name: **Patipan Soodarram**

Title: Managing Director

Location: Bangkok, Thailand

What I do for Crawford: Lead and manage the Thailand operation since July 2014 and continue, with a lesser degree, to handle claims. I have practiced loss adjusting for Crawford since June 1988. I also handle claims in Thailand, Lao PDR, Cambodia, Myanmar, Vietnam, Bangladesh and New Zealand.

Years Employed by Crawford: 27.5

Describe Crawford in 1 to 3 words: brilliant, great, excellent



Name: **Andrea Aitken**

Title: Assistant Vice President, National Claims Management Centre

Location: Kitchener, Ontario, Canada

What I do for Crawford: Assist the senior vice president of the NCMC with operations, strategy, large account implementation and project management

Years Employed by Crawford: 17

Describe Crawford in 1 to 3 words: dynamic, results-driven



Name: **Joanna Carmichael**

Title: Administrative Manager

Location: Panama City, Panama

What I do for Crawford: General administrative duties, including invoices, receiving phone calls, statistical analysis and assisting the controller and general manager

Years Employed by Crawford: 4

Describe Crawford in 1 to 3 words: leadership