

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 this website weekly.

Week 5 Crawford Employee Perspectives



Name: **Aernout de Graaf**

Title: Senior General Adjuster

Location: Amsterdam, the Netherlands

What I do for Crawford: I am responsible for all kinds of construction loss in the Amsterdam region; I train new colleagues and perform acquisitions for the Company.

Years Employed by Crawford: 10

Describe Crawford in 1 to 3 words: integrity; highly qualified professionals



Name: **Donna Fields**

Title: Communications Manager

Location: Atlanta, GA, USA

What I do for Crawford: I write, develop and implement corporate communications for employees and clients through a variety of communication vehicles to increase employee engagement, promote awareness and understanding of key corporate strategies, programs and projects. One of my proudest accomplishments is coordination of our Crawford Global Day of Service for the past seven years. Every day at Crawford is different!

Years Employed by Crawford: 8+

Describe Crawford in 1 to 3 words: performance-driven, visionary, comprehensive



Name: **Tani Tan**

Title: Director, Casualty Team Leader

Location: Taipei, Taiwan

What I do for Crawford: Mainly handle product liability and public liability claims

Years Employed by Crawford: 12 years

Describe Crawford in 1 to 3 words: great family



Name: **Elizabeth West**

Title: Melbourne Property Operations Manager/National Catastrophe Manager

Location: Melbourne, Victoria, Australia

What I do for Crawford: My role incorporates day-to-day management of a 30-strong team handling the intake, triage and distribution to our national network of property claims received from two of our national suppliers. I am also responsible for the activity of the Melbourne Metropolitan Property Claims adjusting team that handles domestic and commercial property losses up to A\$250,000 (Australian dollars) in value.

On the catastrophe side, I work closely with national management to identify our intake, triage and field assessing requirements. Post event, generally from the CAT hub for our Crawford operation, I manage the organisation of our CAT response.

Years Employed by Crawford: 12

Describe Crawford in 1 to 3 words: customer-focused



Name: **Lyana Ng Yee Kuan**

Title: Senior Claims Examiner

Location: Kuala Lumpur, Malaysia

What I do for Crawford: Adjust motor subrogation claims and provide administrative support to Phillip Fong, CEO for Crawford Asia

Years Employed by Crawford: 10

Describe Crawford in 1 to 3 words: services, quality, recognition



Name: **Patrizia Giordano**

Title: Senior Claims Adjuster

Location: Milan, Italy

What I do for Crawford: Claims handling

Years Employed by Crawford: 8 years

Describe Crawford in 1 to 3 words: young and dynamic



Name: **Randy Ren**

Title: Country Manager

Location: Shanghai, China

What I do for Crawford: Loss adjusting

Years Employed by Crawford: 15

Describe Crawford in 1 to 3 words: diversity