

Crawford & Company History in a Nutshell

On May 27, 2016, Crawford & Company® will mark its 75th anniversary of providing quality service to the insurance and risk management industry. In 1941 Founder Jim Crawford realized a need in the insurance industry for a competent claims service, delivered promptly and at a reasonable cost; and from this idea, Jim Crawford gave, not only his name to the Company, but he left a heritage of integrity, inspiration, and determination that remains a motivating and dominant force in the journey of Crawford & Company.

From humble beginnings, through 75 years of global growth and diversification, there have been many strategic acquisitions, partnerships, and corporate restructures made that were instrumental in Crawford®'s development. While this list is in no way exhaustive, some of our significant acquisitions include (in no specific order of relevance) Broadspire®; Specialist Liability Services™; Contractor Connection®; Thomas Howell Group; Garden City GroupSM, LLC; GAB Robins Holdings UK Limited; and Buckley Scott, to name a few. Through our integrated portfolio of businesses, Crawford delivers an expansive range of services to include the industry's leading educational services, superior catastrophe response, and expertise in claims services, business process outsourcing, and consulting. Whether large and complex losses, disaster response, or any manner of residential or commercial restoration work, Crawford has the network to manage losses anywhere in the world.

Through our evolution, Crawford has remained true to its original slogan, providing "Top Quality, Promptly" to our clients and customers. Becoming a publicly-traded company in 1968, we continually strive to maintain a valued product and financially strong position for our shareholders and employees, and we always serve our clients with quality, integrity, transparency, and accountability. That's what sets us apart from our competitors and what will enable us to continue on our path of progress into the future. Superior service delivered by our employees every day is what will take us to the next level toward providing quality outcomes, consistency, innovation, and target-driven performance.

For 75 years, we have endured tremendous challenges of industry upheavals, man-made and natural disasters, and changes in the expectations of clients and their customers alike. Through it all, to reach a milestone of this magnitude, and to not only survive, but to thrive, has been no small undertaking. From the revolutionary thinking and determination of Jim Crawford, to the diligence, innovation, and advancements of the most professional team of experts around the world, Crawford is now proudly recognized as one of the world's largest independent providers of claims management solutions to the risk management and insurance industry with an expansive global network serving clients in more than 70 countries!

Crawford, with our global team of experienced professionals and wide-ranging services, continues to evolve, and to overcome whatever trials we encounter with award-winning capability and unmatched quality. Our ethics, sense of honesty and fair play, and insistence on delivering top quality work to the customer quickly and at a fair price, and our belief in continued education – these basic concepts, still the foundation of Crawford & Company, are the legacy of Jim Crawford. The direction he gave the Company from its first day in existence has led it straight to the position it still enjoys today.

We invite you to join us as we reminisce and celebrate the journey, sharing stories of our heritage and interesting tidbits of trivia. We are thankful to our global employees, partners, and clients for the contributions each has made to help us reach this important milestone in our history.

Congratulations and happy anniversary Crawford & Company!