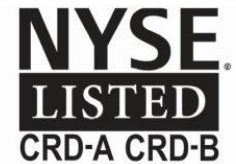




Crawford & Company®
5335 Triangle Parkway NW
Peachtree Corners, GA 30092



Media Contact: Nancy Hamlet
404.300.1918
nancy.hamlet@us.crawco.com

FOR IMMEDIATE RELEASE

KEN FRASER NAMED CRAWFORD & COMPANY® CHIEF CLIENT OFFICER AND GRETA VAN PROMOTED TO CHIEF STRATEGY OFFICER

ATLANTA (Nov. 2, 2017) – Crawford & Company®, the world’s largest publicly listed independent provider of claims management solutions to insurance companies and self-insured entities, today announced that it has named Ken Fraser as the company’s new global chief client officer and promoted Greta Van to global chief strategy officer.

The global chief client officer position has been created to place an even stronger focus on the company’s client relationships and service model. Since joining the company in 2015, Fraser has served on the global executive management team and has partnered with professionals in Crawford’s global offices in 70 countries to continue to bring new, innovative products and services to clients worldwide. In his new role, Fraser will oversee Crawford’s global client services strategy and guide client development and management for all of Crawford’s global service lines. The role will help bring a cross-service line perspective critical for delivering comprehensive client solutions, and the focus of Fraser’s team will be to build deep relationships and deliver solutions that maximize value for Crawford clients.

“Ken has played an integral part in positioning our company for future success,” said Rohit Verma, global chief operating officer. “In his new position as global chief client officer, Ken will be instrumental in helping Crawford continue our legacy as a leader in the claims management industry and in deepening our valued client relationships.”

Van will replace Fraser as global chief strategy officer. With more than 25 years of internal audit, financial and executive management experience in the public and private sectors, Van will lead the company’s global strategy, corporate development, strategic sourcing and marketing and communications functions. She will ensure Crawford adopts its long-term business strategy while supporting the globalization of procurement and marketing throughout the company’s worldwide offices.

“Greta’s leadership will continue to be an asset to Crawford & Company,” said Harsha V. Agadi, president and chief executive officer of Crawford & Company. “Her focus on results and improving performance demonstrates her commitment to excellent client service and furthers Crawford’s status as a company on the move.”

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 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% of CRD-A, voting as a class. More information is available at www.crawfordandcompany.com.

###