

WEATHER ALERT

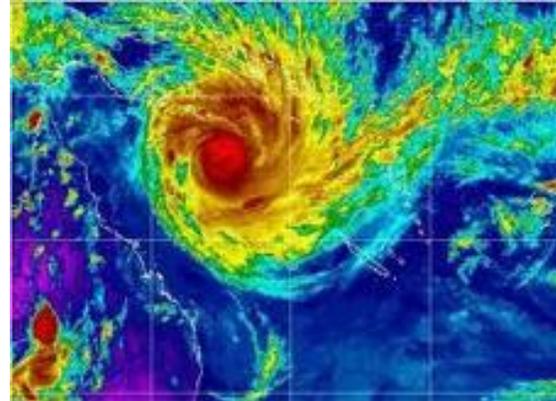


INCIDENT: Tropical Cyclone Yasi, Queensland, Australia

TIME & DATE: 3rd February 2011

Queensland, Australia has suffered yet another disaster following the worst floods in Queensland's history.

Over 30,000 residents were evacuated into shelters as Tropical Cyclone Yasi intensified to category 5 with wind speeds of up to 290 km/h on 2nd February. Initially expected to hit make landfall at the city of Cairns, it struck the coast south between Innisfail and Cardwell at around midnight local time causing wide spread damage to the coastal communities of Mission Beach, Tully, Cardwell and Innisfail.



Hundreds of homes are reported to have suffered structural damage. However with utilities down and the streets currently littered with debris, full assessment of the damage is yet to occur. Damage is also expected to have hit the agricultural and mining industries.

Whilst continuing to produce high winds and heavy rainfalls Yasi is expected to be downgraded further to a tropical low, with continuing heavy rainfall. There are still concerns about potential flash flooding from heavy rains in areas such as Ingham and Giru.

Specific action taken to date:

Crawford & Company has implemented its Catastrophe Plan and Adjusters from throughout Australia have been mobilised. Crawford continues to monitor volumes. Initial contact with the customer, providing support and guidance is being made within 24 hours of instruction. We are prioritising customers that have severe damage and need immediate assistance.

Crawford Global Technical Servicessm (GTSsm) is ready to mobilise many of their technical adjusters into the affected regions alongside our Forensic Accounting team.

Although the business is in a period of surge, we are working closely with insurers to ensure that there are appropriate resources to continue to deal with our Queensland flood response as well as business as usual claims.

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Contact:

Chief Operating Officer, Tim Jarman, is co-ordinating our response and is working with National CAT Manager, Elizabeth West. John Moon, National GTS Manager and Matt Donnelly are the contact personnel for major and complex losses.

New instructions can be sent direct to each local office or into **brisbane@crawco.com.au** For 24/7 assistance, please contact **1300 135 790**.

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We continue to fully coordinate our response to this situation and will keep you apprised as appropriate with regular communication.