



FOR IMMEDIATE RELEASE



## **Crawford® Restructures Operations**

**ATLANTA (Nov. 24, 2015)** – Crawford & Company®, the world’s largest independent provider of claims management solutions to insurance companies and self-insured entities, today announced a new simplified operating structure. The new structure is designed to capitalize on Crawford’s competitive position; enhance the firm’s profitability; and align with the global market for insurance companies, reinsurers, brokers, Lloyd’s and the London market as well as self-insured corporations. Effective immediately, the Company’s business segments are U.S. Property & Casualty, International operations, Broadspire® and Garden City Group.

“The restructuring allows each operating division to adapt to changing market needs with greater speed and flexibility while ensuring our CEOs are able to devote more time to meeting our many clients’ needs in a competitive claims environment,” said Harsha V. Agadi, Crawford interim president and CEO.

Ian V. Mures, previously head of Europe, Middle East, Africa & Asia Pacific, has been given additional responsibility for Canada and Latin America and has been appointed CEO, International operations. The remaining business unit heads will retain their current roles: Larry Thomas, CEO, U.S. Property & Casualty and Contractor Connection; Danielle Lisenbey, CEO, Broadspire; and David Isaac, CEO, Garden City Group. All will report to Agadi. In addition, Canadian CEO Pat Van Bakel will report to Mures as will Kieran Rigby, CEO of Europe, who will now also oversee Latin American operations.

Commenting on its Major, Complex and Specialty Loss business, Crawford Global Technical Services®, Agadi stated, “GTS remains a strategic priority for us, and it will continue to be led by EVP Mike Reeves, Global Head of GTS; and John Sharoun, CEO, GTS Americas; who will work closely with our business unit leaders around the globe.

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“Crawford remains the pre-eminent independent claims manager globally with an unparalleled competitive position and robust revenue base,” said Agadi. “Through the recently initiated restructuring plan, we can achieve target operating margins on a business-segment level to further drive Company growth and development of additional products and services. The restructuring will further enhance client relationships, and we look forward to serving their claims management needs while exploring expanded opportunities.”

#### **About Crawford®**

Based in Atlanta, Ga., Crawford & Company ([www.crawfordandcompany.com](http://www.crawfordandcompany.com)) is the world's largest independent provider of claims management solutions to the risk management and insurance industry as well as self-insured entities, with an expansive global network serving clients in more than 70 countries. The Crawford Solution™ offers comprehensive, integrated claims services, business process outsourcing and consulting services for major product lines including property and casualty claims management, workers compensation claims and medical management, and legal settlement administration. The Company's shares are traded on the NYSE under the symbols CRDA and CRDB.



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