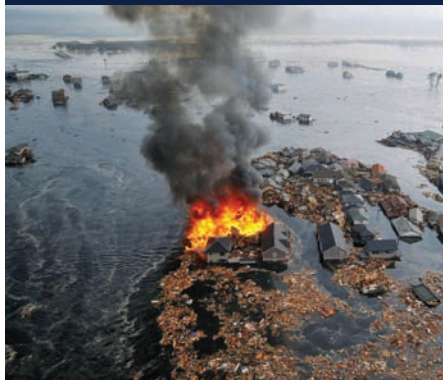


Market Update

Japan

14 March 2011



First and foremost, our thoughts and sympathies are very much with the people of Japan who face an uncertain and difficult time; the images on TV and the Press put everything into perspective. Importantly, we can confirm that the families and people in our Tokyo office are all safe and sound and we are in close communication with our Japanese colleagues to determine how we can assist.

It is currently too early to determine the full extent of potential claims volumes / values and we are working with our Japanese, Asian and International clients to plan around the logistical challenges of access, transport and communications. Crawford has implemented our Catastrophe Response Plan drawing on Global Technical Services (GTS) Adjusters worldwide to support the Region where claims from recent events in Australia and New Zealand also remain a priority. We have identified experienced teams with specialist experience to be quickly mobilised from UK, Europe and the USA as necessary.

In addition, Mike Patton, Vice President, Global Markets is in Asia Pacific and has extensive experience of the market and technical claims handling from the Kobe earthquake. Mike is now travelling to Japan to support our team in Tokyo.

Our people in Tokyo are able to respond to instructions direct and the office is planned to open as normal subject to power outages and access. However, we have also set up a Regional Support Team manned by Japanese and English speaking personnel in our Singapore office to co-ordinate our response throughout Japan. To streamline communications where appropriate and support the regional response, we have set up a dedicated email address as follows:

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For up-to-date information please feel free to speak to your normal contact or:

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