

Market Update

Crawford Responds to Deadly U.S. Tornado Outbreak

May 2, 2011

Last week saw four straight days of widespread super-cell thunderstorms and reportedly more than 150 deadly tornadoes across the eastern half of the U.S. which caused more than 300 fatalities. Severe thunderstorms, damaging winds, large hail and tornadoes generated a record number of commercial and residential claims from Louisiana, Mississippi, Alabama, Georgia, Tennessee, and the Carolinas among others. This deadly tornado outbreak triggered an immediate response by Crawford & Company. Late last week and throughout the weekend, adjusters from Crawford's Catastrophe Services Group (CAT) began arriving at the hardest hit areas throughout the regions.

Catastrophe teams are now on-site in Alabama, Arkansas, Georgia, Illinois, Mississippi, Missouri, Tennessee, Texas and Ohio. In each state, adjusters have been placed into zones to allow for more efficiency. Crawford has more than 200 CAT adjusters on site, and several Global Technical Services (GTS) teams have been deployed to deal with large, complex losses. Crawford is actively working more than 1,200 residential and commercial claims and has capacity for many more. Additional adjusters are being deployed as required to locations in need.

Crawford established an Emergency Response Center in Birmingham, AL to lend administrative and technical support. As adjusters pass through this center, staff ensures that adjuster licensing and software are current. Location/client-specific briefings can also be handled at this time. Initial deployments are complete. Parallel initiatives, ground operations and workload monitoring, are now underway.

There were 871 tornadoes reported in the United States in April, but these results are preliminary. If

these preliminary totals are validated, then April 2011 will set a new monthly record for April (previous record was 267 in 1974) and could challenge the all-time monthly record of 543 in May 2003 according to [NOAA](#). Crawford stands ready to support and assist all clients with any claim surge arising from this unprecedented level of storm activity.

Based in Atlanta, Ga., Crawford & Company (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 System of Claims SolutionsSM 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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