



Jeffrey T. Bowman
President and Chief Executive Officer, Crawford & Company

Since becoming Crawford's president and CEO in January 2008, Jeffrey T. Bowman has overseen a number of transformative initiatives in the organization. His first priorities have been focusing on expense management and working capital, creating a pay-for-performance culture in the organization and, most important, inspiring operational efficiency and providing excellent results to clients. His leadership efforts have led to increased analyst interest and improved financial performance.



Jeffrey, who has worked in the insurance industry for some 30 years, qualified as a Fellow of the Chartered Certified Accountants in the United Kingdom in 1983. In 1987, he was part of a team that implemented a management buyout of the Graham Miller Group. The group enjoyed an increase in revenue, pre-tax income and global coverage over the next three years and attracted the attention of Crawford & Company, which wanted to expand in the global market. Crawford purchased the Graham Miller Group in December 1990.

From 1991 to 1994, Jeffrey served as financial director for all of Crawford's overseas operations and was involved in many strategic acquisitions around the world. During this period, Crawford's global coverage increased significantly.

In 1995, Jeffrey moved from London to Crawford's headquarters in Atlanta and was appointed as vice president of International Finance. He subsequently was named vice president of International Strategic Planning for Crawford's International Group in 1996.

Jeffrey was a member of the senior management team that executed the merger between Crawford International and The Thomas Howell Group, a subsidiary of Swiss Re. He led the integration of The Thomas Howell Group and Crawford International teams in 1996, creating Crawford's International Group.

In 1997, Crawford appointed Jeffrey to take operational control of Canada, the Caribbean and Latin America. During this time, he managed Crawford's purchase of Adjusters Canada Inc., creating what was then Canada's largest adjusting network. Jeffrey also headed the expansion of Crawford's holdings in South America, including acquisitions in Brazil, moving Crawford one step further in supporting the long-term business goals of worldwide clients in Latin America.

In 2001, Jeffrey was appointed president of Crawford's International operations outside of the United States, a position he held until the end of 2005. He then served as the chief operating officer for Global Property and Casualty Services. In this international role, Bowman maximized consistent delivery of Crawford's property and casualty operations worldwide and oversaw key acquisitions beginning in Australia and then in India and China.

As CEO, Jeffrey has established a strategic agenda for Crawford, working with his worldwide management team to develop a global strategic plan and undertake enterprise risk management. That strategic agenda has included instituting matrix management across business units and development of a global technology roadmap to guide Crawford's increased investments in advanced technology.

Jeffrey is a passionate advocate and supporter of ongoing adjuster education, both within and outside of Crawford. He is a member of the Executive Committee and Board of Trustees of the Institutes, which develops courses for and confers the Chartered Property Casualty Underwriter (CPCU) certification. He also is active in the Atlanta community, serving as a Board member of the Metro Atlanta Chamber of Commerce, a member of the Board of Councilors of The Carter Center, and a Director of the World Affairs Council.

Jeffrey contributes a quarterly column on insurance issues and trends, "Independent Perspective," to *Claims Management* magazine and has been a featured speaker at a number of insurance and leadership conferences. In 2012, he and Crawford were honored with an Americas Insurance Award for excellence and leadership in the U.S. insurance industry.