**SUBJECT LINE: Crawford & Company Announces the Global Business Services Center**

Crawford & Company has established a Global Business Services Center in Manila, Philippines that began initial operations on September 1, 2014. As a Crawford facility, the center operations are overseen by Crawford management and staffed by Crawford employees.

I am providing you with this information to help you understand some of the benefits and changes that may occur as a result of the center transition.

As a global organization, it’s important for Crawford to look at innovative ways to drive greater business value and better serve our customers. We’re confident that the Global Business Services Center will help us meet that goal.

While any change can cause concern, I want to assure you that the impact to you should be positive and any process changes should be seamless.

You are one of Crawford’s most valued clients and I want to thank you for your continued business with Crawford. You have been an important part of Crawford’s success and we look forward to continuing to serve you.