

# CEO Communiqué

Connecting our global organization

## Canada

- Won the Wal-Mart account to handle their CDN CGL claims. The account will be managed in the National Claims Management Centre (NCMC) and will be one of its largest accounts.
- Canada Call Centre continues to provide Superstorm Sandy overflow assistance handling almost 7000 calls. 12 staff members were supplied to the CAT effort.

## U.K.

- We continue to attract quality large and complex loss adjusters to Crawford from competitors.
- Broadspire UK won 2 accounts: ISS, a major facilities management company and Thistle Housing Association.
- Our GTS team continues to work in New Zealand following the Christchurch earthquake.
- Crawford has seen a spike in claims volume due to more flooding in the UK while the future of flood insurance is being debated by insurers and UK Government.

## CEMEA

- Attended the Luxembourg Captive conference where **Rob Kleinveld** presented on our Thailand CAT response to a highly appreciative audience of industry leaders.
- **Carolina Carmona** joined Crawford Spain to develop the Commercial Claims Unit.
- Crawford Italia produced a consultancy paper for the Italian Association of Engineers (CNI) to prepare their members for obligatory PI insurance starting in August 2013.
- Euroliability crisis seminar was organized by Crawford Netherlands.

## Broadspire

- Exhibited at the National Workers Compensation & Disability Management Conference in Las Vegas recently.
- Recently won CSC and C&J Revocable Trust account.
- Renewed the Housing Partnership Insurance Exchange contract.

## GCG

- **Sarah Frankel**, GCG's business development specialist, Corporate Restructuring, has been named Chair of International Women's Insolvency & Restructuring Confederation's N.Y. network.
- GCG's company-wide program *Walk at Work* motivated employees to monitor the steps they took each day and resulted in 579 participants and a total of 88,886,365 steps.

## U.S. P&C

- Superstorm Sandy claims continue to be addressed. With more than 42,000 claims and growing, staff from all departments have pulled together to pitch in and get assistance to those in need as soon as possible. Covering everything from adjusting claims to organizing food and clothing drives, the Crawford family has rolled up its sleeves and is getting the job done!
- U.S. Performance Management progress over 2 years records an increase in quality to an overall Professional Standards Review (PSR) score of 95% based on both Time in Process and Full File Audits. The positive scores have led to increased market share by several large carriers. We have earned a 95% score from some clients auditing our field performance including Zurich, Hartford, and USAA.

## Latin America

- **Ricardo Ortega**, director, Crawford Brasil was invited to participate in the Munich Re conference in October. Crawford was the sole loss adjusting company invited to participate.
- Chile made a presentation to 400 invitees at a seminar organized by Swiss Re in Mexico City regarding their success managing large volume of claims from the February 2010 earthquake.
- **Javier Carvallo**, president of Crawford Affinity Chile, was invited by the Mapfre Foundation to write a chapter about insurance in a book related to the Chile Earthquake in February 2010. The book was published in November 2011. The electronic version is already available at the Mapfre Foundation web page.

## Asia-Pacific

- **Jeff Bowman** and **Ian Mures** met with clients and employees in Asia.
- Opened new office in Bangkok following growth in Thailand.
- Crawford attended the East Asia Insurance Congress in Kuala Lumpur.
- **Peter Spencer** joined GTS as a regional construction specialist.