

CEO Communiqué

Connecting our global organization

Canada

- Crawford Canada appointed as outsource supplier for A&H claims by ACE Canada
- Crawford Canada awarded national TPA & field adjusting program for First Group of America

GCG

- GCG's New York and Hammond facilities partnered with the United Way this school season to donate backpacks and school supplies to children in need
- GCG's NYC, Lake Success, Chicago and Hammond facilities recently completed the Biggest Loser Challenge, with a total loss of 1,289.4 pounds
- **Stephanie Amin-Giwner**, assistant director, Operations joined GCG's Lake Success team.

U.K.

- Casualty business wins with Brit, Riverstone, Chubb and Oval
- Finalist for Loss Adjuster of the Year at the *Insurance Times Awards 2013*
- Excellent audit results continue with two achieving scores in excess of 90%

Global Markets

- **Andries Willems** and **Benedict Burke** attended a flood resilience workshop, hosted by the Global Disaster Preparedness Centre of the International Red Cross and Zurich at the American Red Cross in Washington DC. In March 2013, Zurich Group Executive Committee authorized the launch of a global flood resilience program, which will focus on developing and disseminating knowledge and expertise (open source basis) on flood resilience.
- **Christies - New PD/BI** nomination secured over 15 territories following client meetings with Risk Management and liaison with JLT/Allianz
- AstraZeneca worldwide marine program has been added to our global portfolio of services for this client

Global Client and Business Development (GCBD)

- Completed our first *Miller Heiman Sales Transformation* leadership session in Atlanta, which will set the pace for a consistent and highly focused business development process across the company.
- Conducted a Q2 2013 webcast review of our global sales results on August 19
- We have contributed our expertise to the "Addressing Affordability in the National Flood Insurance Program" major research initiative of the Wharton Risk Management and Decision Processes Center

CEMEA

- Colleagues stunned by the sudden death of valued employee, **Walter Bartholomes**, who oversaw Eastern Europe
- **Mark Harman** to be a speaker at this year's FERMA Risk Management Forum
- **Ian Hasson** to be a speaker at next month's the Claims Summit Europe

Broadspire

- Key wins & renewals: National Stores (new), Clayton Homes (renewal), United Road Services (renewal)
- President & CEO **Danielle Lisenbey** appointed to the Executive Advisory Board of the Disability Management Employer Coalition (DMEC)
- Broadspire was featured at the inaugural Aon Casualty Risk Consulting Symposium, reaching important broker audience
- Command Center offers enhanced data tracking and visualization under Phase 2 & 3 of development
 - Broadspire donated \$130K to the SOS Children's Village through annual golf tournament

World Headquarters

- Based on feedback from the Employee Engagement survey, Crawford is undergoing a global PC laptop refresh project for all PCs older than 4 years old and will deploy Microsoft Office 2013[®] on all the new computers.
- ICT is deploying the latest innovative site assessment technology for adjusters globally enabling automation of task management for field activities and informs clients of progress within minutes of activities on the claim. Its web-based software and companion mobile application is available on smart phones. *See press release.*
- Crawford's online Annual Report won a gold award in the Annual Report Competition (ARC) Awards, an international competition honoring outstanding achievement in Annual Reports run by MerComm, Inc. In the Interactive Annual Report category, Crawford edged out Aetna, Prudential, GNP Seguros and Progressive.

Latin America

- Crawford Argentina participated in the 12a Expostrategas, one of the most important conferences of the Argentinean insurance industry
- **Domingo Salerno** was named Managing Director of the Latin American division of GTS. He will play a major role in increasing GTS business in that region.

U.S. P & C

- Management Advisory Council meeting was held on August 19. The MAC is comprised of nine colleagues and chaired by AL/GA Service Center Manager, **Griff Rogers**. The purpose of this representative body is to escalate issues to senior management and provide feedback to senior management on key issues.
- Q3 Leadership Team meeting was held on August 20-21. The meetings include ½ day of update on the prior quarter and 1.5 days on tactical and strategic items facing Contractor Connection, GTS and Field Operations.
- Our Fred Loya Auto Physical Damage Program is taking off at a pace above expectations. Fred Loya is a Texas based personal lines that has traditionally served the Latin American community and is growing rapidly across the U.S.
- Our Assurant Pilot in MD, DE & D.C. is going well and we will soon be meeting with this client to discuss possible expansion into other areas.
- Our Affinity Unit is growing rapidly and we're adding staff quickly in order to take on additional programs that are coming our way. In order to better handle this emerging segment of our business we're adding a new Claims Director and now have dedicated sales and dedicated account management assets.

Asia-Pacific

- **Bud Trice** was a keynote speaker at this year's AICLA/ANZIF Conference in Sydney
- Claims arising from Typhoon Uta and Typhoon Trami
- **Chloe Zhou** wins three Awards at the Australasian Institute of Chartered Loss Adjusters
- **Brian Murphy** appointed Director, Risk & Compliance - Asia Pacific