

CEO Communiqué

Connecting our global organization

Canada

- Aviva Canada presented Crawford with an appreciation award for exemplary support in 2013 catastrophe events
- Crawford was successful in RFP for TPA and adjusting services for The Province of Ontario
- Aramark relationship has significantly expanded with the addition of Ontario to their program
- CEO **Pat Van Bakel**, discussed catastrophes at the Conestoga chapter of the Insurance Institute of Ontario

GCC

- Business Development Specialist **Sarah Frankel** was recognized as the IWIRC 2013 Rising Star
- VP of Bankruptcy Operations **Angela Ferrante** discussed bankruptcy trends with *Financier Worldwide*

U.K.

- Good progress made in the Market Loss Adjuster survey with SLS being voted best liability adjuster in the UK and Crawford beating Davies and GAB Robins in every category and Cunningham Lindsey in 3 of 4 categories
- A large new business win for Broadspire managing a builders compensation scheme
- Progress made on rolling out a radical process to review activity into subsidence and general property—we have been able to halve hand offs and contact points on our redesigned claims flow

Global Markets

- Global Markets & Broadspire's approach to global TPA claims handling has been recognized by the judging panel at the IRMS Global Risk Awards where Crawford is a finalist
- Held a series of seminars across Asia with JLT and Allianz to support their new cyber risks product. Crawford is the named sole adjuster
- Appointed for Lefarge Tarmac for their global PD/BI program

World Headquarters

- Won the Forrester Groundswell award for Business-to-Employee Mobility for Crawford CAT Connection. CAT Connection links U.S. employees into a real-time virtual workforce, integrating directly to CMS and HR systems to expedite claims set up
- GTS mobile website won Outstanding Mobile Website award in the 2013 MobileWeb Awards
- Hosted inaugural Georgia Surplus Lines Association under 40 symposium at WHQ. The program featured education sessions, Command Center tour and several speakers including a regional director from Lloyd's America

Contractor Connection

- The JD Power 2013 Property Claims Study for insurance industry identified Contractor Connection as #1 service provider in providing immediate assistance to property owners
- Hosted operation center tour for insurance carriers and network contractors who were in Jacksonville, FL for 2013 PLRB Large Loss conference.
- Provided emergency service home repair assistance to approximately 1,000 homeowners impacted by the tornadoes that tore through the Midwest on November 17

CEMEA

- Netherlands held a conference on social media for its clients
- Head of Liability in Poland, **Joanna Zareba**, had an article published in the leading Polish insurance monthly magazine
- Good collaboration between UK & CEMEA sees **John Buckle**, UK, and **Rianne Baumann**, Netherlands, working together on new business opportunities
- Nordic management team met for 2 days of planning—2014 priorities with action plans and clear ownership and focus on quality and cost efficiency.

Asia-Pacific

- Celebrated 30th anniversary of our Indonesian company and hosted a reception for 250 clients
- Sales transformation courses held in Asia
- Crawford won Major Loss Award at the inaugural Claims Awards Asia for its response to the Thailand floods
- Crawford delivered a presentation at event hosted by the Malaysian Reinsurance Berhad for the market

Broadspire

- New accounts: City of Hamtramck, CSX Transportation (adding WC, AL, GL), Hawaii Pacific Energy Group, Pioneer Energy Group, STERIS, Wolverine Worldwide
- Highlighted renewals (maintaining YTD rate of 95%): Scotts Miracle Grow, Pep Boys, Rock Tenn
- Now offering/supporting pharmacogenomic testing, which has the potential to promote safer prescribing by identifying genetic metabolic variations
- Exhibited and presented learning sessions at this year's NWCD, a prominent annual conference focused on disability
- Co-sponsored *Work Safe*, a book on keeping immigrant workers safe of the job, launching the book at the NWCD conference

Latin America

- Crawford exhibited at FIDES 2013 in Antigua, Guatemala with our associates ADECA from Central America
- Jose Vicente Gomes** appointed manager of Crawford Brasil

U.S. P & C

- Bentley Laytin** (formerly Western RVP) is now head of U.S. Property & Casualty centralized operations at WHQ
- The implementation of the business unit's new operational model is underway—revamped collections functions have gone live effective December 1
- Contacted 100+ clients in the Midwestern U.S., responding to recent devastating tornadoes that have hit the region
- Service Center staff is working more closely with Broadspire to drive business via local regional relationship-building through the Grassroots Sales Program