

# CEO Communiqué

Connecting our global organization

## Canada

- GTS Canada appointed to handle Trans Canada Pipeline explosion in Manitoba
- New program launched to handle LTD claims for Fenchurch General Insurance
- Crawford awarded runoff program for Arch Insurance Canada Ltd.

## Broadspire

- Highlighted new accounts: Front Burner Restaurant Group, San Bernadino Associated Governments, RAIT Partnership LLC, Zoel Holding
- Highlighted renewals: Six Flags, Captain D's and Love's Travel Stops & Country Stores
- BSI/RSG have completed our 60-day pilot and released "Likely to Litigate" Predictive Model for all BSI clients utilizing Dmitri 47 & 79
- Annual client advisory council held Jan 27-29 in Hollywood, FL
- Annual charity golf tournament/auktion benefitting SOS Children's Village held on January 30

## GCG

- GCG unveiled a redesigned website ([www.gcginc.com](http://www.gcginc.com)) to provide a fresh newlook, features and to better reflect GCG.
- GCG employees raised >\$18,000 for the 2013 charity of the year, the American Heart Association. In addition, employees raised >\$40,000 in donations for various organizations across the country.

## U.K.

- Continued wet weather saw claims uplift over a 3 week period in our General Property team
- We have secured some additional long term work from RSA, strengthening our sole adjuster status
- A new UK Counter Fraud Director has been appointed to lead renewed effort to grow in this sector

## CEMEA

- Leadership Team Meeting held in London to focus on new business
- Client event held for London Market clients
- **Yadranka Todevska** appointed as Business Development assistant for CEMEA
- Tobias Peuker appointed as Head of Business Development for Germany

## Contractor Connection

- **Greg Johnson**, VP Sales, provided opening remarks and keynote speaker introduction during the Professional Association of Innkeepers International annual conference in Charleston, SC.
- **Lance Malcolm**, VP Operations served as lead presenter for panel discussion on "Sinkhole Claims" at the Loss Executives Association (LEA) Annual Meeting in Orlando, Florida.
- Contractor Connection staff worked around the clock to help >15,000 customers during the week of January 5 when winter storms hit the Midwest and Eastern seaboard of the US.

## World Headquarters

- Crawford was listed #36 among Georgia's Top 50 Public Companies based on revenue
- **Phyllis Austin** promoted to SVP of Global Human Resource Management and added to GEM team
- 2014-2016 Strategic Plan released. Will be mailed to all employees
- Crawford revises its vision statement and values; see Strategic Plan
- Initiated monthly technology update – *Tech for You*

## Global Client and Business Development (GCBD)

- Initial Large Account Management Process (LAMP) workshops, which are the latest phase of the One Crawford Sales Transformation, were held in London and Atlanta; future workshops are scheduled for Sydney, Kuala Lumpur, and Milan
- The updated Crawford branding rollout has been released by Global Marketing, and is now live via the Marketing Tool Kit link
- Salesforce 2.0, an update and enhancement to our client management system, is undergoing final testing and will be launched next month
  - Save the date for our March 10 Q4 2013 GCBD webcast

## U.S. P & C

- Polar vortex is driving an increase of claims across U.S. P&C
- Revised reinspection program between field operations and Contractor Connection includes a fee increase and commitment to boost service levels
- Sales & Account Management participated in the Large Account Management Program (L.A.M.P.), designed to sharpen sales strategies and efforts for initiatives
- Command Center organizational changes include welcoming **David Getman** as VP of Performance Management & Command Center director
- Sales Team meeting at WHQ held to review 2014 goals and strategies

## Latin America

- Crawford Affinity expands to Brazil
- Crawford Affinity is holding meetings with executives from Colombia, Guatemala and Spain to develop programs and products for the region.

## Asia-Pacific

- Appointed on large fire loss in Singapore - a chemical waste plant
- Singapore management attended the Singapore Insurance Institute Chinese New Year event for insurers and brokers
- **Richard Martin** appointed as Chairman, Asia Pacific.
- **Chris Panes** appointed as Executive Director, Asia
- **Andrew Bart** appointed as CEO, Pacific and added to **Ian Murress'** Executive Leadership Team (ELT)