

CEO Communiqué

Connecting our global organization

Canada

- July has been very active in Canada with a hurricane on east coast, wild fires on west coast and hail, rain and thunder storms in between
- Canada successfully acquired the GardaWorld account
- Canada expands London Market business with appointment by Inter-Hannover on a national property program

GCG

- GCG sponsored the New York Lawyers for the Public Interest (NYLPI) 2014 Michael Rothenberg Memorial Golf Outing in Old Bethpage, New York.
- Public Justice Gala – GCG served as a Platinum Sponsor for the Public Justice Gala in Baltimore, Maryland on June 27. The event was well attended by mass tort and class action attorneys from across the country.
- Health Fair – GCG hosted a Health Fair in Lake Success on July 29. Complimentary biometrics screenings were offered to all GCG employees. Similar fairs have been held or will be held in Seattle, Dublin, and Hammond.

Contractor Connection

- CEO **Larry Thomas** presented the benefits and value of contractor managed repair programs at Board of Directors meeting for Country Financial on June 30
- Nominee for USAA 2014 Supplier of Year
- Launched a pilot program with Chubb & Son in the U.S. on July 1.

World Headquarters

- Second quarter earnings were released. See full press release.
- Crawford quarterly dividends were \$0.05 for CRDA and \$0.04 for CRDB. The Board authorized an increase to \$0.07 share for CRDA and \$0.05 for CRDB.
- Crawford acquired Buckley Scott to significantly expand our construction and engineering business.
- Based on revenue, the *Atlanta Business Chronicle* ranked Crawford 38th on Georgia's Top 50 Public Companies list
- Corporate Strategic Initiative #3 – Create a Global GTS powerhouse. To meet this initiative we will add world-class GTS adjusters and increase global GTS revenue and expand breadth of services. Status to date: Additional GTS adjusters have been recruited and gross margin is up over 2nd quarter 2013.

Latin America

- **Jeffrey Bowman** and **Kevin Frawley** visited Brazil to meet senior executives from Zurich, HDI, Itau, Allianz, Ace, Marsh, Howden, Willis and Odebrecht. All of these clients are currently supporting our company and new business opportunities were identified as a result of this visit.

U.S. P & C

- We are sharpening our focus on callout timeliness for after-hours transportation business
- A unit-wide initiative is in place to further stress the importance of Corpedia training and help speed completion rates for this required web-based training
- Crawford Affinity attended and exhibited at this year's PIMA Mid-Year Meeting and Tradeshow
- GTS® consolidating into two regions; the West Region under **Cullen Sophy** (Los Angeles) and the East Region under **Bill Holland** (New York), effective August 1.

Broadspire

- Appian® technology enhancements to the Strategic Plan of Action (SPOA) are now live
- Baseline introduced as a way to improve adjuster efficiencies by automating certain types of medical referrals.
- Peer Review Services is currently undergoing a 100% retraining for all physician reviewers.
- An executive team recently attended the AON National Casualty Risk Consulting Staff Conference
- Six new clients added this month including: Township Retail Services, Costco Product Recall, City of Iowa City, KOR Realty, OCD Carlyle Group and Hunt Forest Products.

VISION

To be the world's leading provider of claim services, business process outsourcing and consulting solutions. We will inspire our organization to develop world-class technology and innovative solutions to clients; to employ the best and brightest people; and to deliver a strong financial performance.

U.K.

- The benign weather lifted temporarily with a weekend of flash flooding and lightning strikes breaking an otherwise hot summer.
- We had a \$700k client win providing surveying services to an insurer on cases where other adjusters were in place to do the main adjusting.
- Our contract with RSA was extended for 18 months
- repairNet has closed and been re-launched as Contractor Connection with an all new proposition
- ClaimsAlert is relocating to Glasgow from Birmingham where we are building our primary Property Claims Centre of Excellence.

EMEA

- **Michel Shurer** appointed as Head of Internal Audit for EMEA AP
- A journalist from a local radio station joined one of our adjusters for the day to learn more about claims management

Asia-Pacific

- **Ian Baxter** spoke on panel at a conference in Manila on "Partnerships for Disaster and Climate Resilience."
- Crawford responded to gas explosion in Kaohsiung, Taiwan.
- Three typhoons hit the Asia region (Matmo, Rammasun & Neoguri) and Crawford is leading the adjusting response

Global Client and Business Development (GCBD)

- We are conducting our second annual Global Marketing Symposium via regional webcasts over the next two days to share strategies and tactics for promoting "One Crawford" in the marketplace.
- Planning is underway for Phase II of our Sales Transformation, which will kick off with an executive workshop scheduled for the annual Board of Directors retreat next month.
- Congratulations to our Top Team Sales Leaders through July. NEW & ENHANCED WINS: **Tim Wolfe** - USP&C; **Sandra Buckberrough** - Canada; **Mike Behan** - Broadspire; **Manny Quintana** - RSG; **Wayne Manning** - Global Markets. RENEWAL & EXISTING WINS: **Rebecca Side** - Global Markets; **MaryAnn Anderson** - Canada; **Sylvie Trembley** - Canada; **Anja Knutsen** - CEMEA; **Tamara Corbin** - Broadspire.