

Global Technical Services[®]

Technical expertise at
unmatched scale



Global Technical Services



Built for the world's most complex losses

The world's most complex losses demand more than individual expertise. They require specialists who can draw on the knowledge and experience of colleagues across disciplines, industries, and geographies. By connecting that expertise and sharing insight across our global network, we bring a broader perspective to every claim and a collective strength that no individual specialist or team could provide alone.

Crawford Global Technical Services (GTS) combines deep technical expertise with the scale and reach of a global organisation. Our specialists work across industries, disciplines and geographies to manage complex, high value and high consequence claims, supported by technology and data that strengthen decision-making and help move claims forward.

It is a model built around quality. The right expertise, connected globally and focused on delivering the best possible outcome for every claim.

Specialist by design. Global by nature.

Our strength comes from the depth of expertise within GTS and the way that expertise is connected around the world.

Global practice groups. Connected expertise.

Our global practice groups connect technical leaders and specialists across territories, disciplines, and industries. They create greater access to expertise, strengthen collaboration across markets, and support a more consistent approach to complex claims.

When a loss requires knowledge beyond a single discipline or geography, the relevant expertise can be brought together as the claim develops. Clients benefit from coordinated global capability alongside the local market understanding, regulatory knowledge, and practical insight needed on the ground.

That combination gives clients:

- ✓ Deep specialist knowledge across complex and technical risks
- ✓ Access to expertise across disciplines and geographies
- ✓ Global coordination with local market understanding
- ✓ Technology and data that support better, faster decision-making
- ✓ Consistent technical quality across the claim lifecycle
- ✓ The ability to mobilise the right specialists as complexity evolves

How Clients Benefit



Specialist knowledge
shared across markets



Stronger connections
between technical experts



The right expertise
around every claim

1,100+

specialists with deep technical
subject matter expertise

30,000+

large loss claims
managed annually

\$4B+

in annual indemnity managed



Expertise for an evolving risk landscape



As risks become more specialised and interconnected, clients need access to people who understand both the technical detail and the wider commercial impact of a loss. GTS brings together nine specialist practice areas, each focused on the challenges shaping its market.

Major and Complex Property



Major property losses can involve fire, explosion, natural catastrophe, machinery damage, business interruption, and complex multi-site exposures. GTS supports large commercial and industrial losses, including multinational and global programmes, bringing together experienced property adjusters and specialist technical expertise to manage the full complexity of the claim.

Construction



Major infrastructure, advanced manufacturing, data centres and complex building programmes are increasing the technical and contractual demands surrounding construction claims. GTS combines project, engineering and claims expertise to help clients maintain control.

Marine



Global trade, evolving supply chains and complex marine operations demand specialists who understand both the asset and the commercial environment. Our teams support cargo, hull, ports, terminals, logistics, and offshore losses.

EXPERTISE FOR AN EVOLVING RISK LANDSCAPE

Energy and Renewables



The energy transition is introducing new technologies and risk profiles alongside established power exposures.

GTS supports conventional power alongside wind, solar, BESS, nuclear, biomass, hydrogen, geothermal, hydroelectric, wave power, CCS and associated infrastructure.

Cyber & Technology



Cyber risk continues to evolve in scale, sophistication and impact; organisations face increasingly complex and interconnected technology-driven exposures. GTS brings together global specialist loss adjusting expertise, technical incident coordination, and financial oversight within a single integrated and adaptable framework.

Financial Lines



Financial Lines claims often involve complex coverage issues, evolving legal exposures and significant financial stakes. Our specialists provide expert claims management, investigative support and strategic guidance across professional liability, management liability, financial institutions and other complex financial risks.

Crawford Forensic Accounting Services



Our forensic accountants investigate, quantify and validate complex financial losses arising from business interruption including loss of profits, fidelity guarantee, stock, and other financial exposures. We provide robust, independent analysis that clarifies the issues, supports informed decision-making, and helps move claims towards resolution.

Specialty Liability



Complex liability claims increasingly require specialist technical, legal and commercial judgement. Our teams manage high value casualty and liability matters, including product liability and recall, providing detailed investigation, reporting, stakeholder management and negotiation support to help move claims towards resolution. Our capabilities also extend to litigation support and recovery.

Environmental



Environmental incidents can create financial, operational, regulatory, and reputational pressures. Our specialists support pollution, contamination, remediation, and environmental damage from immediate response through long-term resolution.



One claim. The expertise it needs.

A multidisciplinary approach to complex claims

Complex losses rarely remain within the boundaries of a single discipline. That is why a multidisciplinary approach is fundamental to how GTS works.

GTS brings the right specialists together around the claim, with multiple disciplines working as one coordinated team where the complexity of the loss demands it. Expertise can be introduced as the claim develops, giving clients a broader view of the issues, stronger coordination and access to specialist knowledge throughout the claim lifecycle.



MAJOR PROPERTY LOSS

Property + Forensic Accounting

Technical expertise to assess physical damage, supported by forensic accounting insight to quantify business interruption and wider financial loss.



DATA CENTRE INCIDENT

Property + Cyber & Technology + Environmental + Liability

Specialists can work across interconnected physical, digital, environmental and liability exposures to build a more complete view of a complex incident.



MAJOR CONTAMINATION INCIDENT

Marine + Major Loss + Engineering + CFAS + Environmental

Teams across these disciplines can assess contamination, quantify financial impact and manage environmental and engineering considerations through one coordinated response.



Collective expertise around the claim

This is where the breadth of GTS becomes a genuine advantage. Clients are not limited to the expertise of of a single team or discipline. They can draw on the collective capability of GTS, bringing together the disciplines a loss requires and accessing additional specialist knowledge as the claim evolves.



Quality strengthened by technology

Technology has the greatest value when it strengthens expert judgement and improves the quality of the claim outcome.

Across GTS, digital tools, data and analytics give our specialists greater visibility, more efficient access to information and stronger insight throughout the claim lifecycle. This helps teams identify issues earlier, collaborate across disciplines and geographies, and apply their expertise where it can have the greatest impact.

Technology does not replace technical judgement. It strengthens it, supporting greater consistency, more informed decisions, and the high standard of quality clients expect from GTS.

Developing the next generation of specialist claims talent

GTS Academy

The GTS Academy is Crawford's flagship talent development and technical excellence programme for Global Technical Services. Built on the successful Crawford Academy model, it brings together adjusters, technical specialists, business leaders, clients and broker partners to develop the next generation of talent.

The Academy responds to one of the insurance industry's biggest challenges: the competition for experienced claims professionals. Through structured development, mentoring, professional standards, and cross-border knowledge sharing, it helps attract, develop, and retain high-performing talent while strengthening consistency and technical excellence across the globe.

ACADEMY AT A GLANCE



International learning and development across GTS markets



Cross-border sharing of technical knowledge and best practice



Engagement with senior leaders, clients, brokers and technical experts



Ongoing collaboration with industry partners to support professional development



DEVELOPING THE NEXT GENERATION OF SPECIALIST CLAIMS TALENT

Three core pillars

1

Talent Development

Building technical capability, career pathways, mentoring, and the next generation of GTS specialists.

2

Professional Excellence

Strengthening technical, commercial, and communication skills alongside professional qualifications and accreditation.

3

One Crawford Collaboration

Connecting colleagues across borders to share best practice, deepen expertise, and build stronger professional networks.

Connected to the wider insurance market

The Academy connects delegates with clients, brokers, industry experts and professional networks across markets, helping build broader industry understanding and stronger commercial awareness. Delegates also gain exposure to key insurance centres, including educational visits to Lloyd's of London, giving them greater insight into the wider market and the relationships that shape complex claims.

For clients, the Academy is a long-term investment in people, capability and service quality. Better trained and better connected adjusters support stronger technical outcomes and more consistent claims handling across borders.

When complexity demands more

The largest losses test more than technical knowledge. They test judgement, coordination, and the ability to see both the details of a claim and the wider consequences surrounding it.

Crawford GTS brings those capabilities together.



**Deep specialist
expertise**



**Connected
disciplines**



Global reach



**Technology that
strengthens human
judgement**

All focused on one thing: delivering the quality complex claims demand.

GTS Global Leadership



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About Crawford & Company®

For over 85 years, Crawford has led the industry through a relentless focus on people and the innovative tools that empower them.

10K employees | **50K** field resources | **70** countries | **\$20B** claims managed annually