



Crawford Cyber & Technology Solution

Adaptive solutions for a
connected and changing world



Global Technical Services



The reality of modern cyber events

Cyber risk continues to evolve in scale, sophistication, and impact. From ransomware and business interruption to digital asset theft and AI system failures, organizations face increasingly complex and interconnected technology-driven exposures.

Crawford Cyber & Technology brings together global loss adjusting expertise, technical incident coordination, and financial oversight within a single integrated framework. Our role is to provide structured leadership across complex cyber and technology events, aligning operational response with coverage intent and financial exposure.

Crawford is typically instructed by insurers while working closely with insured organizations to coordinate incident response and claim resolution. Acting as incident coordinators and loss adjusters, we bridge the technical and financial dimensions of a loss, supporting clarity and informed decision-making throughout the lifecycle of an event.

This claims-led, insurer-aligned model differentiates Crawford from pure incident response providers. We operate at the intersection of technical execution and disciplined claims management, delivering consistent oversight across jurisdictions and industries.

What organizations need

While every cyber incident is unique, the needs that emerge during an event are remarkably consistent across industries and regions. Organizations require:

- ✓ Clear direction in the earliest stages
- ✓ Independent leadership that supports internal teams without disruption
- ✓ Technical guidance that simplifies complex information
- ✓ Access to trusted specialists, including forensic, legal, and communications expertise
- ✓ Insight that connects technical findings with financial and coverage expectations
- ✓ A partner who can manage costs, coordinate activities, and maintain transparent reporting



Our role in the cyber ecosystem

Crawford operates at the intersection of technology, operations, and insurance. Our role is to bring order to uncertainty.

We coordinate and manage specialists, interpret evolving technical information, communicate clearly, and ensure that response actions remain aligned with operational recovery, coverage intent, and claim resolution. The client sits at the center of our response, with insurers' interests represented from day one.

This role is distinct. Crawford does not replace existing vendors or internal teams. We work alongside them through a parallel support model that preserves established relationships while improving clarity and control. Our focused claims management approach reduces duplication, prevents unnecessary spending, and ensures all parties remain aligned to a unified response strategy.

We serve as the stabilizing link between technical responders, internal leadership, and insurers, helping clients manage events efficiently and with confidence.



+10K

CYBER EVENTS
SUPPORTED GLOBALLY

The adaptive service model



Cyber events rarely follow a predictable sequence. Some affect a single system. Others cascade across networks and business units. Many require investigation, containment, and financial evaluation to occur simultaneously. The Adaptive Service Model reflects how real cyber events develop and how organizations of varying maturity respond across market sectors. It is designed to provide expertise without complexity and structure without rigidity.

The model aligns with five universal moments present in every cyber incident:

- Preparedness
- Identification
- Response
- Recovery
- Resolution

Clients can engage Crawford at any point in this lifecycle. Some require end-to-end leadership. Others need targeted support during specific phases such as forensic triage, financial evaluation, or operational recovery. In all cases, our role is to maintain clarity, support sound decision making, and strengthen the connection between technical activity and business priorities.



Global impact

Crawford supports a broad portfolio of cyber events across all major sectors, including technology, manufacturing, financial services, healthcare, education, retail, and renewable energy. Our teams manage thousands of incidents each year and collaborate with more than fifty carriers worldwide.

By leveraging the scale and depth of Crawford's global network, we seamlessly manage claims across territorial boundaries, adapting to evolving threat actor tactics while maintaining consistent quality and oversight.

Global scale

+10K cyber events supported

+70 countries

+\$50M in vendor spend coordinated

+50 carrier relationships

+\$750M in indemnity spend managed

Our capabilities

Crawford delivers comprehensive support from preparation through final settlement. Our model integrates claims-led incident coordination, disciplined loss adjusting, emerging technology expertise, and scalable global infrastructure within a single adaptive framework.

Each capability is delivered through a coordinated blend of experienced adjusters, incident managers, forensic accountants, and risk consultants operating across jurisdictions.



Incident leadership & coordination - Crawford provides rapid, claims-led incident triage and coordinated response management across cyber and technology events. Acting as incident coordinators, we align technical activity with coverage intent, financial exposure, and operational recovery priorities from first notification through resolution.



Global 24/7 incident triage center - Crawford operates a global incident notification center available 24 hours a day. Every notification is triaged immediately, supported by real-time translation in more than 200 languages, and routed to local responders under defined service levels. Clients receive rapid, consistent intake and coordinated action from the outset.





Loss adjusting & claims oversight - As loss adjusters, Crawford provides disciplined coverage analysis, financial exposure evaluation, and structured cost oversight throughout the lifecycle of a cyber or technology event. Our role bridges technical response and claims resolution, aligning operational recovery activity with policy intent and insurer reporting requirements. We support recovery strategy, subrogation assessment, and transparent communication across stakeholders, bringing clarity and control to complex, multi-jurisdictional losses.



Technology & emerging risk expertise - Crawford applies specialist expertise to emerging and technology-driven exposures, including AI system malfunction, automated decision-making failures, and digital asset and blockchain-related losses. Our teams combine structured technical assessment with financial oversight to address rapidly evolving risk environments and complex interconnected claims.



Global delivery & TPA infrastructure - Crawford's global delivery platform enables scalable portfolio management, breach response handling, and multi-claim coordination across jurisdictions. Through our TPA infrastructure and international network, insurers benefit from consistent oversight, local expertise, and centralized reporting across routine and complex cyber events alike.



Key elements

- ✓ Rapid, claims-led incident triage and coordinated response management
- ✓ Coverage analysis and financial exposure evaluation aligned with insurer intent
- ✓ Emerging technology expertise, including AI and digital asset loss response
- ✓ Scalable global delivery and TPA infrastructure supporting portfolio and multi-claim management



Business interruption evaluation

The financial impact of a cyber event can be substantial. Crawford Forensic Accounting Services delivers detailed analysis of revenue loss, extra expense, and operational disruption.

What our specialists provide

- ✓ Early involvement to support mitigation strategy
- ✓ Clear evaluation of financial impact
- ✓ Reporting that supports efficient resolution
- ✓ Collaboration with technical and adjusting teams

Risk advisory and preparedness

A resilient response begins before an incident occurs. Crawford provides advisory services that support preparedness, scenario planning, and response effectiveness.

Advisory services include

- ✓ Cyber risk training and threat intelligence briefings
- ✓ Incident response and business continuity preparedness
- ✓ Bespoke cyber risk assessments and testing
- ✓ Crisis and reputational risk management guidance



Cyber claims management and TPA solutions

For insurers managing cyber portfolios, Crawford provides structured and scalable TPA and claims management services. Our automated platforms compile claims data into timely, actionable management information, delivering insight at the speed required for effective decision making.

Our TPA model includes

- ✓ Dedicated cyber teams with global reach
- ✓ Centralized reporting and quality assurance
- ✓ Multi-country and multi-language capability
- ✓ Licenced claims handling facilities
- ✓ Multi-currency loss fund management and reporting

Global coverage with local insight

Crawford Cyber is supported by a global team of senior adjusters, forensic accountants, technical specialists, and risk consultants who collaborate across regions and time zones.

Our leadership spans North America, Latin America, the United Kingdom and Europe, the Middle East and Africa, Asia, and Australia. Each region delivers local insight and operational understanding while maintaining alignment with global standards.

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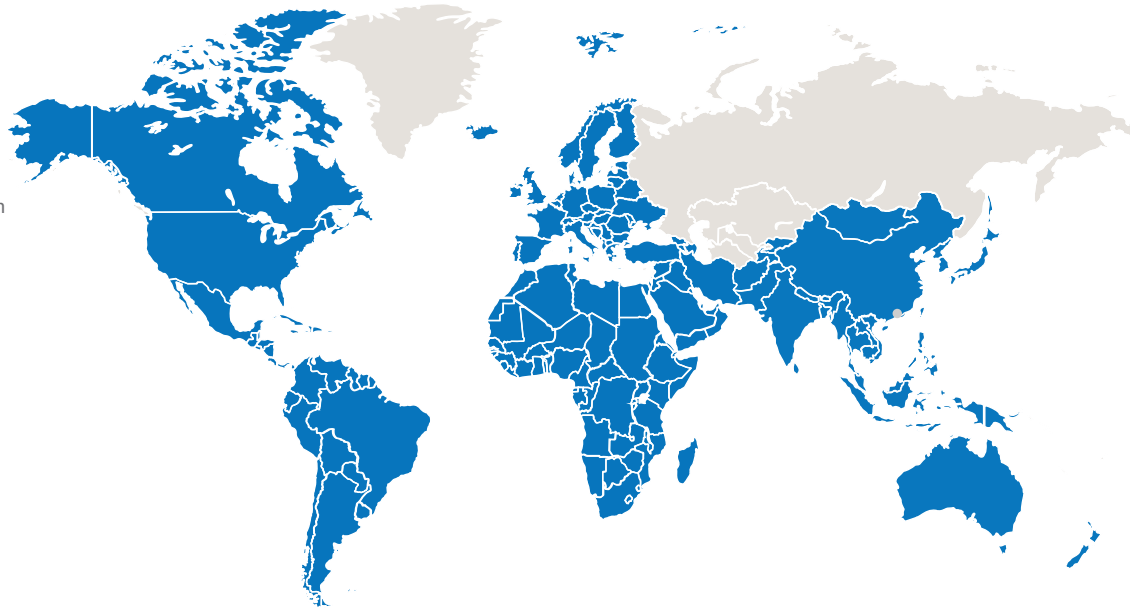
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+70 countries with a physical presence

24/7 global intake and coordination

Global Leadership

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Built for complexity. Guided by clarity.

Cyber incidents will continue to evolve, as will the expectations placed on organizations that experience them. Crawford Cyber provides the expertise, structure, and global capability needed to bring order to uncertainty and support confident decision making when it matters most.

We do not simply respond to cyber losses. We help clients anticipate challenges, mitigate impact, and navigate complexity with assurance and care.



To learn more about our cyber solutions, please visit [website](#).

About Crawford & Company®

For over 80 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 | **\$18B** claims managed annually

Crawford®

Learn more at
www.crawco.com    