

A photograph of a call center environment with several agents wearing headsets and working at computers. The image is overlaid with a semi-transparent purple and blue gradient. A large white plus sign is positioned on the right side of the image, partially overlapping a yellow geometric shape.

Loss adjusting solutions for brokers and multinational clients

Strengthening client relationships through
a fully connected claims experience

This solution is designed to support brokers and their multinational clients by enhancing the broker's value proposition and integrating Crawford as a trusted claims services partner.

By working closely with brokers, insurers and clients, Crawford helps strengthen the broker's claims proposition, improve outcomes and deliver a consistent claims experience across international programmes.

Crawford works alongside brokers, clients and insurers before, during and after a loss to deliver coordinated expertise, clear communication and consistent service.



The value for brokers and your clients

STAND OUT IN THE MARKET

A differentiated service model that focuses on preparation before a loss and insight after a loss, helping brokers strengthen client relationships and remain competitive in the market.

BETTER CLAIMS OUTCOMES

Early engagement allows Crawford to understand each client's business, operations and risk profile. When losses occur, this preparation supports rapid deployment of the right expertise and more efficient claims management.

STRONGER CLIENT RELATIONSHIPS

Alignment between broker, insurer and client begins before a loss occurs. Clear communication and coordinated claims management support a more effective claims journey.

CONTINUOUS IMPROVEMENT

Structured post loss reviews and data led claims insight identify opportunities for improvement and support stronger risk management strategies.

ADDITIONAL VALUE

Clients gain access to industry insight, specialist knowledge and training through Crawford Academy programmes, workshops and thought leadership, supported by Crawford's data capability and claims insight drawn from global experience.



How it works



Pre loss

Crawford works with brokers, insurers and clients at both central and local levels to establish strong working relationships.

A detailed understanding of each client's operations, insurance programmes and expectations is developed. Together with key stakeholders, a programme specific claims protocol is created to establish agreed procedures and service expectations.

Preparedness guidance, training and risk insight can also support clients before losses occur.

During a loss

When a loss occurs, central triage assigns the appropriate specialist immediately, supporting a quick initial response.

Claims are managed in line with agreed protocols and service expectations, with clear communication maintained between all stakeholders throughout the process.

Reviews of reserves and payment progress help maintain alignment, with Crawford working closely with carriers to support timely interim payments where appropriate.

Ongoing updates provide transparency on claim progress and support coordinated decision making.

Post loss

Following claim resolution, debrief sessions review the claim experience and identify improvement opportunities.

Lessons learned are shared with stakeholders, while workshops and training sessions support stronger readiness for future events.

Analytics and insight drawn from Crawford's global claims experience can also support wider risk management discussions.

An ongoing partnership

This solution provides a platform for long-term collaboration between brokers and Crawford.

Together we can develop tailored approaches for key clients, jointly present our capabilities and continue refining the service as client needs evolve.



Why Crawford



Global reach

Consistent loss adjusting capability across major regions and markets, supporting multinational client programmes worldwide.



Deep expertise

Highly experienced adjusters with strong technical capability and extensive experience managing complex and high value losses.



Financial strength and governance

Robust operational controls and strong governance provide confidence for brokers, insurers and clients.



Proven track record

Extensive experience supporting both local and multinational programmes and resolving complex losses across multiple industries.



Innovation and sustainability

Continued investment in technology and insight to support the evolving needs of clients.



Value beyond claims

Training through the Crawford Academy, together with data driven insight and thought leadership.



Trusted by carriers

Strong relationships with major global insurers and reinsurers, with broad acceptance as a nominated loss adjusting partner.

The Crawford advantage

Crawford brings the scale, expertise and innovation to help brokers strengthen their claims proposition and deliver meaningful value for multinational clients.

Working together, brokers and Crawford can provide a proactive and coordinated claims experience that strengthens relationships and supports better outcomes for clients.



For more information, please visit crawco.co.uk

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.co.uk    