



Crawford Catastrophe Services

Key Contacts

Plan for the worst.
Recover with the best.

CAT Leadership Team



Richard Folkman
Vice President of CAT Operations
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Richard Folkman is a seasoned professional with extensive expertise in catastrophe operations and flood insurance. As the Vice President of CAT Operations – Flood & Carrier Practice Leader, Richard brings a wealth of knowledge and strategic leadership to the table.

With a career marked by a relentless pursuit of excellence, Richard has consistently demonstrated a passion for mitigating the financial impact of catastrophes on individuals and communities, especially when it comes to flood. Through his dynamic leadership, he has cultivated a culture of collaboration and innovation with his team, fostering a proactive approach to addressing emerging challenges in the ever-evolving landscape of flood insurance.



Eva Mayberry
Vice President, Catastrophe Operations
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Eva Mayberry serves as the Vice President of Catastrophe Operations, drawing on more than two decades of distinguished service in the claims industry. Renowned for her strategic acumen, Eva excels in spearheading innovative solutions and enhancing business performance through data-driven process improvements. Her profound expertise is manifest in her ability to lead diverse teams and cultivate robust partnerships, all aimed at advancing corporate strategies and elevating customer and employee satisfaction.

Eva's leadership is marked by a steadfast commitment to excellence and integrity, and her ability to create a dynamic workplace where strategic thinking and collaborative problem-solving are not just encouraged but flourish. In her current role, Eva is at the forefront of a dedicated team committed to delivering significant, compassionate impact to those affected by catastrophes. By restoring both properties and peace of mind, Eva and her team underscore their unwavering dedication to service, driven by heart and guided by expertise.

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Tom Brocksmith
Vice President of US CAT Operations
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Thomas Brocksmith brings over 18 years of diverse experience in the claims industry, with a focus on catastrophe operations. Beginning as a property adjuster, he swiftly progressed to handling centralized claims for wind/water incidents nationwide and managing complex claims for a wide array of clients. Over the years, he transitioned into leadership roles, culminating in his current position as Vice President of Catastrophe Operations at Crawford & Company. In this capacity, Thomas leverages his extensive experience to drive operational excellence and strategic initiatives, cementing his reputation as a visionary leader in the field.

Known for his strategic acumen and commitment to excellence, Thomas has established himself as a respected figure in catastrophe operations. His leadership journey, spanning from field adjuster to Vice President, reflects his dedication to driving organizational success and fostering a culture of continuous improvement. With a relentless focus on delivering exceptional results, Thomas continues to shape the future of catastrophe claim handling, driving innovation and operational efficiency in the insurance industry.



Kristin Tejada-Copeland
Director of Catastrophe Operations
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Kristin Tejada-Copeland, Director of Catastrophe Operations, brings a rich heritage in the roofing and remodeling industry to her distinguished career in claims and catastrophe management, a journey that began in her family's business established in the early '80s. Her transition to insurance adjusting marked a pivotal shift in her career. Despite initial challenges, Kristin's disciplined nature enabled her to excel in her first assignments. Her passion for helping individuals in their moments of need has been the driving force behind her career, propelling her through various roles from handling auto and property field claims to training and leadership positions.

Currently serving as the Director of Catastrophe Operations for Crawford Catastrophe Services, Kristin oversees the deployment of skilled adjusters, playing a crucial role in restoring lives and properties after disasters. Her leadership is instrumental in guiding her team through the complexities of catastrophe response, ensuring professional growth and making a significant impact in the communities they serve. Her commitment to excellence and her ability to leave a positive imprint on the lives affected by catastrophe embody the shared mission of her team.