



Crawford® Corporate Client Practice

At Crawford®, we don't just adapt
to change — we lead it.

Corporate Client Practice delivers bespoke client solutions, globally, which have been specifically designed to meet increasing customer expectation and support our clients' businesses whilst understanding the complexities of today's risk environment.

Through delivery of an established operating model, we ensure that our clients benefit from consistent claims outcomes, wherever they operate. Our experience allows us to incorporate local nuances and regulatory requirements, delivering a solution to respond to the specific needs of each market.

We leverage technology, expertise of our people and demonstrate a commitment to quality. Corporate Client Practice embodies our dedication to global consistency, with local adaptability, delivering solutions that deliver in today's market, and in anticipation of tomorrow's challenges.



Proven track record in dealing with global accounts

Corporate Client Practice works directly with corporations, brokers, insurers, and captives to implement innovative claims products and solutions. Providing access to multidisciplinary teams on a 24/7 basis and leveraging Crawford's global capabilities. The practice provides a single, consistent solution for claims of any scale, size, or complexity worldwide, ensuring operational and claims best practice and reducing overall claims costs. The specialist group will collaborate with other Crawford business units in all markets to support the growth and strategy of its corporate client's portfolio.

Corporate clients want consistency, specialist expertise and technical proficiency and this specialist group offers that expertise, builds trust and is committed to quality on a global basis. This highly adept team of experts combine decades of experience in managing strategic relationships. Their aim is to enhance our clients' ability to manage claims in a manner that continuously aligns with the values and expectations of their stakeholders, especially amid a rapidly changing risk landscape.



Case Study

Holiday Rental Online Market Place

CHALLENGE

Maintaining consistent quality in insurance claims handling for global corporate clients is challenging due to varying regional practices and regulatory requirements. With large volumes of claims from multiple countries, ensuring accuracy and standardisation while providing actionable data for risk reduction was a key challenge.

SOLUTION

We developed bespoke claim coding criteria and implemented comprehensive training across strategic hubs to ensure consistent and accurate data capture. This allowed the client to categorise claims by frequency, value, and cause, providing insights into common issues. As a result, the client could identify key risks and adjust safety protocols to mitigate these risks, ultimately reducing claim frequency.

RESULTS

6,000+

claims handled per year (approx.)

135

countries globally handled out of
strategic hubs

Unparalleled Global Presence

We are recognised as a market leader with extensive experience from working with a wealth of high-profile clients many of whom are well known global brands with global programs. Our relationship with many of these clients spans over 25 years and is built on our ability to leverage exceptional expertise, technology and commitment to innovation.

Crawford offers the greatest breadth and depth of in-house claims expertise in the industry. We invest over £100M annually in technology to embed

innovation throughout our ecosystem to improve the claim journey and control indemnity spend. Our desk handling expertise is underpinned by systems specialists leveraging AI, computer vision and systems integration.

Our multi-region capacity is unrivalled, and you can be confident that we will always provide you with an efficient and established workforce to evolve together and depend on us even more.



80+
years of service

10K
employees

70
countries

50K
on-demand resources

\$18B+
claims managed annually



Supporting our clients to achieve greater claims outcomes

- An extension of your brand, operating with trust and transparency.
- Strategic relationship, providing a single point of contact to support continuous improvement.
- Credible and proven experience in dealing with global programmes with experience across 128 countries.
- An appreciation, and experience in navigating local regulatory, and culture expectations.
- Established claims proposition which will deliver positive customer outcomes, globally, across claims of varying complexity and financial value.
- Adoption of a consistent operation best practice to support consistency throughout the programme and across different regions and countries.
- Wider experience to support non-standard risk, and increase business resilience across Cyber, Renewable Energy, Environmental, Forensic Accounting and Risk Management.
- Established and long standard relationships across specialist sectors, hospitality, retail, pharmaceutical and healthcare, agriculture and food, marine and transportation, and construction and engineering.
- Utilisation of data to improve operating processes to drive improvement of customer and financial outcomes.



Using technology and data to improve claims outcomes

Crawford leverages vast amount of data to improve claim and customer outcomes. By focusing on continuous improvement, efficient, quality and risk, Corporate Client Practice will support clients to deliver improved claims process, whilst reducing cost and increasing customer experience.



Continuous Improvement

- Process Optimisation
- Feedback
- Predictive Analytics



Efficiency

- Automation
- Resource
- Operational Dashboards



Quality

- Customer Satisfaction Data
- Reduction in failure demand
- Improved Claim & Financial Outcomes



Risk Management

- Fraud Detection
- Regulatory Compliance
- Risk Identification

Case Study

Quick Service Restaurant

CHALLENGE

Managing a high volume of global claims was made difficult by inconsistent reporting across regions and countries. This lack of uniformity hindered the ability to identify root causes, implement effective changes, and reduce risk.

SOLUTION

By consolidating data into a unified digital tool, we were able to identify patterns and variances in risk management across multiple locations. This consistent approach enabled us to pinpoint best practices and the client to replicate them globally, leading to a reduction in claim frequency across several regions. These results were made possible through the way we manage global corporate client programmes.

Our hub model allows us to deliver consistent claim service across the world and our hubs have additional support for CAT events.

RESULTS

10,000

claims handled by us per year (and rising)

81

countries globally handled from strategic hubs

Global claims adjusting services

Through Crawford Global Technical Services® we offer major loss and specialty claims adjusting and technical expertise. Services include major incident claims handling, embracing catastrophic or complex claims, along with high-value property or casualty claims across many sectors. With the largest, most experienced team of strategic loss managers and technical claims adjusters globally, we stand ready to assist.

We cover every region and a growing range of sectors, with relationships spanning the global insurance industry. This broad reach allows us to understand the specific challenges and opportunities unique to different regions and industries.





Improve workflows with Crawford GenAI tools

Addressing adjusters' day-to-day challenges

Outdated, manual adjuster processes can:

- Drain resources, leading to adjuster burnout
- Generate errors and inefficiencies
- Reduce quality customer interactions

Crawford's leading-edge GenAI solutions create:

- Greater job satisfaction and employee retention
- Streamlined operations with defined workflow segments
- Enhanced customer experience



Drive operational efficiencies

People-focused solutions can elevate your claims management

CLIENT & BILLING INSTRUCTIONS

- Summarize notes, billing documents
- Provide accurate responses
- Confirm correct fees

LOSS RESERVING PREDICTIONS

- Improve estimation models
- Set accurate loss reserves
- Improve customer retention

AUTOMATED CLAIMS REPORTS

- Automate data extraction
- Generate standardized reports
- Minimize errors

FRAUD DETECTION

- Strengthen fraud capabilities
- Reduce total cost of risk
- Lower financial losses

COVERAGE REVIEW

- Analyze policies to save time
- Ensure accurate coverage decisions
- Consistent claim evaluations

CUSTOMER COMMUNICATIONS

- Implement intelligent chatbots
- Keep policy holders informed
- Enhance customer experience

Our global reach provides a single solution for all of your claim needs.
Crawford & Company is the global claim solution – delivered locally.

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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.



**LOSS
ADJUSTING**



**THIRD PARTY
ADMINISTRATION**



**MANAGED
REPAIR**



**MEDICAL
MANAGEMENT**



**ON-DEMAND
INSPECTIONS**



**CATASTROPHE
RESPONSE**

10,000 employees | **50,000** field resources | **70** countries | **\$18B** claims managed annually

Crawford®

Learn more at
www.crawco.co.uk

