



Claims expertise without borders

Delivering consistent claims outcomes, quality service, and simplified digital solutions worldwide



Introduction

Navigating claims across multiple regions can be challenging. Different legislation, inconsistent communication, varied outcomes. At Crawford, we eliminate that frustration, giving you confidence, consistency, and control.

We believe every claim represents more than a file. It's a critical interaction, a moment of trust. Leading insurers, global multinational organisations and brokers partner with us to manage their claims worldwide. We're committed to protecting your brand, delivering consistent outcomes, and simplifying the claims experience.



Global reach, local impact

Our global presence means we're exactly where you need us,
with adjusters who know the local landscape, language, and customs.

10K

EMPLOYEES

50K

FIELD RESOURCES

70

COUNTRIES WITH
DIRECT OPERATIONS

\$18B

IN CLAIMS MANAGED ANNUALLY

Experienced professionals, proven results


Every claim demands seasoned judgment and proactive problem-solving. Crawford's teams are more than experts, they're trusted advisers.

Our teams excel because they:

- Approach claims proactively with urgency and empathy
- Anticipate challenges instead of reacting to them
- Provide specialised knowledge for complex and specialist lines like cyber, marine, and major property losses

IN PRACTICE: After a severe industrial fire in Australia, Crawford's rapid intervention helped a retail client avoid closure, saving hundreds of local jobs. Expertise and swift action turned a crisis into success.



An aerial photograph showing a residential neighborhood that has been severely flooded. The water is a deep blue color, covering the streets and yards. Several houses are visible, some with their roofs partially submerged. Palm trees and other tropical vegetation are scattered throughout the scene. In the center of the flooded area, a person is seen in a small red kayak. The background is filled with dense green trees. A semi-transparent blue overlay covers the bottom right portion of the image, where the text is located.

“When catastrophic flooding hit, Crawford’s rapid response and consistent handling across multiple regions protected our customers and reputation. They’re a partner we trust completely.”

Claims Director, Major US-based Carrier



Quality embedded in everything we do

Quality isn't just our goal, it's our standard. Our processes are designed to meet high benchmarks. We deliver consistency across all regions and lines of business, so every outcome meets your standards.

This means:

- Consistent quality standards that mitigate losses, improve reserve accuracy, and simplify audits
- Clear, timely, and meaningful communication to keep clients and customers informed
- Transparent reporting aligned to your KPIs

PROOF IN NUMBERS

97%

GLOBAL CLIENT SATISFACTION*

*2023 Internal Client Survey

Digital solutions that truly simplify claims

Technology should simplify, not complicate. Our claims platform reduces friction, increases speed, and provides clear visibility.

With Crawford, you'll get:

- Intuitive digital first notification of loss reporting that simplifies claims management
- AI-supported claims triage and loss-cost evaluation that improve accuracy and reduce claim-handling time
- Seamless integration with your existing claims and risk management platforms
- Virtual inspections that shorten response times and improve customer satisfaction
- Clear, easy-to-use dashboards for claim analysis and risk insights

A woman with dark curly hair is looking down at a device. Overlaid on the right side of the image is a glowing blue network diagram with various icons representing people, documents, and data. The background is dark with some bokeh light effects.

3.7 days

AVERAGE CLAIMS PROCESSING TIME*

30%

REDUCTION IN CLAIM COSTS

85%

POLICYHOLDER SATISFACTION DUE TO QUICKER DIGITAL CLAIMS PROCESSES**



*COMPARED TO 15-45 DAYS IN TYPICAL PROPERTY CLAIMS WORKFLOWS

**2023 INTERNAL SURVEY



Real stories, real impact

Every claim tells a story. Here are a few moments where Crawford's expertise mattered most:

Major Fire Response (United Kingdom)

When a fire devastated Southwark Bridge Road in London, Crawford's Major & Complex Loss team coordinated a rapid response, supporting residents, insurers, and brokers through the crisis. Our handling of the claim earned recognition with the *Major Loss Award* at the British Insurance Awards 2023.



[Watch the video on the
Southwark Bridge Road case study](#)

Cyber Incident Support (Europe)

A cyberattack in Germany compromised thousands of records. Crawford quickly stabilized the situation, helping the insurer navigate complexities and clearly communicate with affected customers.

Complex Marine Claim Resolution (Asia)

A cargo delay endangered valuable goods headed to Hong Kong. Crawford's marine experts swiftly assessed damages, prevented significant losses, and preserved our client's critical business relationships.

Partnership, not just claims handling

Claims aren't transactions, they're relationships. Crawford invests deeply to understand your business, challenges, and goals. You don't just get a vendor; you get an embedded partner focused on your long-term success.

Our commitment includes:



Customised onboarding aligned to your business processes




Dedicated relationship professionals enhancing ongoing alignment



Regular stewardship and strategic account management



A man and a woman in business attire are looking at a laptop screen in an office setting. The woman is on the left, holding a pen, and the man is on the right, pointing at the screen. The background shows a modern office with large windows and glass partitions. The image has a warm, orange-yellow tint.

“We keep working with Crawford because they treat our business like it’s their own. They anticipate our needs, communicate clearly, and deliver consistently.”

Head of Claims, International Insurance Broker

Global Accident Damage Recovery (ADR) Programme

CHALLENGE

A global brand with thousands of retail and operational sites faced rising costs and growing complexity from property damage incidents. From minor vehicle collisions to major accidents, claims were inconsistent across regions, lacked transparency, and created significant financial leakage. The client required a scalable model that could deliver consistency, visibility, and control across their recovery efforts.

SOLUTION

Crawford developed a centralised ADR programme that combined global governance with local expertise. The programme delivers end-to-end handling from first notification through to settlement and recovery, embedding recovery specialists in high volume regions to accelerate results. Local compliance, language, and cultural knowledge are built into the model to ensure fairness and accuracy, while the integration of Crawford's Digital FNOL and Claims Manager platform provides automation, live visibility, and clear reporting for stakeholders. The programme also includes a crisis response playbook, successfully tested in live scenarios, which ensures resilience and preparedness when unexpected events occur.

RESULTS

£91M+

recovered since implementation

1,000+

claims managed annually with improved closure rates

200+

management reports generated each month for stakeholders

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    