

Specialized Product Liability

Specialist expertise for complex
product liability and recall claims

When a product issue has the potential to impact producers and consumers, disrupt operations or damage brand reputation, organizations need a partner that can respond quickly, investigate thoroughly and coordinate effectively across jurisdictions. Crawford GTS provides specialist product recall and product liability expertise, helping insurers and organizations navigate complex incidents with confidence while maintaining a practical and commercially focused approach.

What we deliver

- ✓ Specialist handling of product recall and product liability matters
- ✓ Root cause investigations and technical assessments
- ✓ Damage assessment and liability analysis
- ✓ Coordination of complex cross border claims and incidents
- ✓ Detailed, consistent reporting tailored to stakeholder requirements
- ✓ Direct access to technical, legal and forensic accounting expertise
- ✓ Support in managing reputational, financial and operational risks
- ✓ Clear recommendations to support informed decision making
- ✓ Efficient case management from initial notification through resolution

Our approach

Our specialists combine technical expertise, industry knowledge and practical claims experience to deliver a coordinated response to product recall and liability events. We work closely with insurers, brokers, organizations and legal representatives to establish the facts and relevant circumstances, determine causation, assess damages and identify potential exposures. For international matters, we coordinate activities across jurisdictions to provide a consistent approach, streamlined communication and reporting that meets the highest standards. Throughout every assignment, we focus on balancing thorough investigation with pragmatic decision making to help achieve the best possible outcome.

Why Crawford

- ✓ Dedicated specialists with extensive experience in product recall and product liability claims in food, non-food, pharma and automotive
- ✓ Proven capability managing complex international assignments
- ✓ Integrated access to technical experts, legal specialists and forensic accountants
- ✓ Consistent reporting and governance across multiple jurisdictions
- ✓ Strong focus on communication, transparency and stakeholder management
- ✓ Global reach supported by local expertise
- ✓ Pragmatic, results driven approach focused on minimizing risk and controlling claim costs
- ✓ Trusted partner to insurers and organizations facing high profile and complex product incidents

Proof point

- ✓ **1,000+** product recall and product liability cases handled by our international team
- ✓ **International capability** supporting complex cross border assignments across multiple jurisdictions

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

70 COUNTRIES

50K FIELD RESOURCES

\$18B CLAIMS MANAGED ANNUALLY

Crawford® GTS

Learn more at
www.crawco.com

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