



London Market Partnership and Services

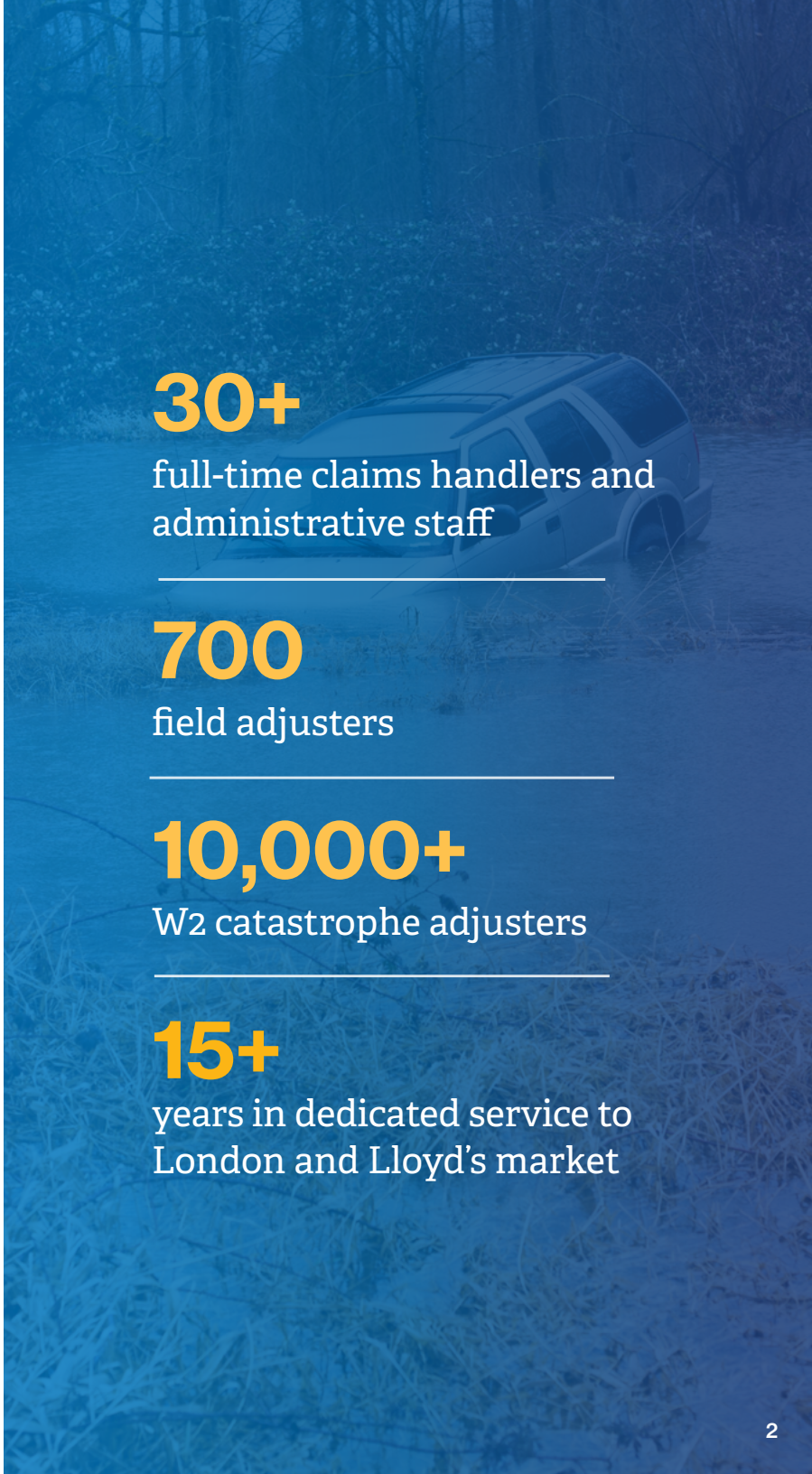
Delivering innovation and expertise
for the London & Lloyd's markets

The One Crawford® Total Integrated

Our London Market team delivers specialist claims solutions across captives, open market claims including major and complex losses, and delegated binding authority (DCA) arrangements. Combining deep Lloyd's expertise with global operational scale, we provide consistent claims management, technical adjusting, governance, and reporting tailored to the unique requirements of carriers, coverholders, MGAs, and captive insurers.

Crawford's U.S. Delegated Claims Administrator (DCA) Team focuses entirely on the Lloyd's and London Market and E&S Market business and provides an efficient claims management process that promotes timely, efficient and fair settlements.

Our agile service model leverages our proprietary technology and industry partnerships to give clients and brokers a consistent entry point while preserving access to the technical expertise required for each assignment.



30+

full-time claims handlers and administrative staff

700

field adjusters

10,000+

W2 catastrophe adjusters

15+

years in dedicated service to London and Lloyd's market

Expertise where it matters most

Crawford delivers specialist claims solutions across the full spectrum of London Market business. Our teams combine deep market knowledge with operational expertise to provide efficient, compliant and technically robust claim management.

The U.S. DCA Team has saved clients as much as **23% in costs and up to 39% in time savings.**

Areas of expertise

- Complex and major loss management
- Open market claims
- Delegated authority and binder claims
- Cyber claims
- Catastrophe response and surge services
- Property claims
- Casualty claims
- Specialty lines
- Marine
- Construction
- Professional indemnity
- Financial and ancillary specialties

Supporting London Market requirements

- Bordereaux-ready reporting
- Loss fund management
- Claims governance and oversight
- Reserve and strategy reviews
- Payment controls and authorization management
- Regulatory and market compliance support
- Management Information (MI)

Why Crawford?

London Market expertise backed by global strength

Crawford combines local market knowledge with unmatched global reach, helping clients manage claims of any size, type or complexity.

Dedicated London Market collaboration

Specialist teams in London and the United States understand the unique requirements, standards and expectations of the London Market.

Connected global partnership

Our London and U.S. teams work as one, providing a cohesive service experience and consistent communication throughout the claim lifecycle.

Technical leadership

Complex and major losses are supported by Crawford's Global Technical Services team, one of the largest and most experienced network of strategic loss managers and technical adjusters in the industry.

Consistent standards and governance

Structured quality controls, clear accountability and transparent reporting help deliver reliable and measurable outcomes.



Treasury Management & Reporting

While Crawford brings a significant differentiator to the marketplace through our integrated claims solution within the U.S. DCA Team, a key element to its success is how the delegated claims team manages our client's loss funding, management information and bordereaux reporting.

The U.S. DCA Team adheres to the Lloyd's and E&S market standards and recognizes the need to maintain segmented banking in order to differentiate between binder years of account and catastrophe events. The delegated claims team leads the production of both standard mandated bordereaux reporting on a monthly basis, as well as reporting per the Lloyd's required procedures. Understanding the critical importance of conduct risk issues and the capability to produce Lloyd's management information rounds-out the breadth of the U.S. DCA Team's experience.

Vitesse

The U.S. DCA Team has an API in place for claims payments made out of Vitesse in the traditional Vitesse loss fund as well as the faster claims payment model. We work hand-in-hand with Vitesse to maintain and complete loss fund account reconciliations, proper funded levels and loss fund returns. The U.S. DCA Team has successfully collaborated with Vitesse on their platform in excess of 6 years.



To submit an assignment, please email USLondonDCA@us.crawco.com.

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For more information, visit our [website](https://www.crawco.com).

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

