

A photograph of four business professionals (two men and two women) in business attire, smiling and engaged in conversation. They are standing in front of a modern building with large glass windows. The image has a blue tint.

Specialized expertise in major & complex losses



An overview of Crawford
Global Technical Services Asia

Crawford is a global leader in claims management, delivering loss adjusting, major and complex loss handling and third-party administration solutions across every major market.

Global Technical Services (GTS) represents Crawford's specialist claims solution for large, complex and technically demanding losses. It is where our most experienced adjusters, engineers and industry specialists are deployed to protect our clients on their highest value and highest exposure claims.

Across Asia, Crawford GTS brings this same specialist model to one of the world's most dynamic and complex risk environments, supporting multinational insurers, brokers and corporate clients across manufacturing, energy, infrastructure, logistics and retail.



Our Asia footprint

Crawford operates one of the largest and most established loss adjusting networks in Asia, with 354 loss adjusters *across 10 operations.

Our regional structure combines wholly owned operations, joint ventures and long-term network partnerships to ensure consistent service, regulatory compliance and strong local market expertise across every territory we serve.

**As of December 2025*



■ Our locations

China, Hong Kong, Japan, Malaysia, Philippines, Singapore, Taiwan, Indonesia, Thailand (Servicing Myanmar, Laos, Cambodia), India (Servicing Bangladesh, Nepal, Sri Lanka)

■ Network partners

South Korea and Vietnam

This model gives clients direct access to Crawford's regional leadership and governance while maintaining deep, on-the-ground knowledge in each market.

Specialist disciplines across Asia

Beyond general property claims, Crawford GTS Asia is built around specialist disciplines. We recognize that no single adjuster can be an expert across every loss type. Our GTS adjusters therefore operate within a limited number of specialist fields, ensuring depth of expertise, technical credibility and defensible outcomes.



Across Asia, our specialist teams include:



Construction and Engineering

Over **40 GTS level adjusters** supporting major infrastructure, commercial and industrial losses across all countries where we operate.



General Liability

Over **30 GTS level adjusters** based in seven countries, supported by regional escalation and technical support for territories without in country specialists.



General Property

Over **50 GTS level adjusters** providing regional coverage for large, complex and high value property losses.



Marine and Cargo

15 GTS level adjusters across six countries supporting cargo, port, terminal and logistics related claims.



Power and Energy

16 GTS level adjusters across six countries, with regional technical support for markets without local specialists.



Product Liability and Product Recall

17 GTS level adjusters across eight countries, providing investigation, causation, recall management and cross border coordination.

Together, these teams allow Crawford GTS Asia to manage losses that are multi-country, multi-line and operationally complex while maintaining a single coordinated claims strategy for our clients.

Why Crawford GTS in Asia

Clients choose Crawford GTS Asia because we combine:

- ✓ A large, established regional footprint
- ✓ Dedicated technical specialists by discipline
- ✓ Local market knowledge with regional governance
- ✓ The ability to manage cross border and multinational losses
- ✓ Direct integration into Crawford's global claims ecosystem

This delivers fewer handoffs, faster decision making and stronger technical outcomes across Asia.



The power of Crawford's global network

Crawford GTS Asia is fully integrated into Crawford's global claims and technical services network. This means our Asia teams are not operating in isolation. They are connected to a worldwide community of subject matter experts, specialist adjusters and technical leaders across the Americas, Europe, the Middle East and Africa.

For clients, this delivers clear advantages on complex and multinational losses, including access to global technical expertise, consistent claims methodologies, shared insight and best practices, and the ability to coordinate claims strategies across borders through a single Crawford framework.

Whether a loss occurs in one country or many, clients benefit from the scale, experience and collective knowledge of the entire Crawford organization.



For more information, contact us:

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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.

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

Crawford®

Learn more at
www.crawco.com

