

Crawford®

Global Technical Services®

Product contamination and recall

Managing contamination and recall events with speed, clarity, and control

Product contamination and recall events escalate quickly. Financial exposure, reputational impact, and operational disruption can all develop at pace. Early intervention, clear causation, and confident decision making are critical to supporting effective claim management and improved outcomes. Across complex, multi-source supply chains, a single contamination event can trigger product withdrawals, regulatory scrutiny, business interruption, and significant financial exposure.

$1.1M* RECOVERED ACROSS INSURED AND UNINSURED LOSSES IN A RESOLVED MATTER

$325K* REDUCTION IN CLAIMED LOSSES ACHIEVED THROUGH DETAILED LOSS QUALIFICATION IN SPECIFIC ENGAGEMENT

*Examples shown relate to specific matters and individual outcomes will vary depending on circumstances, policy terms, and factual findings.

What we deliver

Crawford investigates and manages product contamination and recall claims from first notification through to resolution, helping clients stabilise events and contain financial exposure.

- ✓ Immediate response to support cost mitigation and early control
- ✓ Detailed causation investigation to identify origin and scope of contamination
- ✓ Technical assessment across complex and multi source supply chains
- ✓ Assessment of policy triggers and coverage considerations
- ✓ Analysis of insured recall costs and uninsured commercial losses
- ✓ Coordination of laboratories, technical experts, and testing providers
- ✓ Policy response evaluation to support informed decision making
- ✓ Identification and preservation of evidence to support recovery actions

Our approach

We take a structured, end-to-end approach to managing contamination and recall events, aligning investigation, quantification, and recovery from the outset. Our teams deploy quickly to stabilise the situation, working closely with clients to understand the full scope of exposure and reduce disruption. Through detailed supply chain analysis, we isolate the source of contamination contamination, assess policy response considerations, and distinguish insured losses from contractual, regulatory, logistics, or quality-related issues. Where appropriate, we coordinate laboratories, technical experts, and local specialist to support investigations across multiple jurisdictions. This coordinated approach supports informed decision making and recovery opportunities backed by robust evidence.

Why Crawford

- Senior adjusters leading complex and sensitive investigations
- Integrated forensic accounting to quantify loss and strengthen outcomes
- Expertise across product recall, liability, marine, property, business interruption, and cyber-related exposures
- Established network of technical experts across industries and geographies
- Proven capability in identifying and pursuing recovery opportunities across complex supply chains.
- Part of Global Technical Services, connecting expertise across property, liability, and forensic accounting to support complex claims

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