



Crawford Strata Loss Adjusting

Built for Strata. Tailored for complex
claims and confident outcomes.

Strata claims are complex.

Multiple stakeholders, layered responsibilities, and high expectations make them anything but routine.

That's why we are proud to be the **only national provider in the market with a dedicated strata loss adjusting team** – purpose-built to manage strata claims exclusively.

Led by industry experts and backed by a national network, our team brings together deep technical capability, regulatory know-how, and strong market relationships to deliver results insurers and brokers can count on.

From everyday incidents to large and complex losses, we bring clarity to complexity – delivering every claim with confidence, consistency, and control.





What we do



Australia's only dedicated strata loss adjusting team

Our team is structured specifically for strata claims. Every claim is handled by professionals who work exclusively on strata cases, bringing unmatched focus, consistency and sector-specific expertise to every case.



Technical oversight and peer review

All claims exceeding \$100,000 are peer-reviewed by senior specialists to ensure accuracy, compliance and optimal outcomes.



Builder panel and restoration services

Our integrated service includes a trusted builder panel, who we can call upon when required to provide seamless support for scope validation, cost control, and restoration oversight.



Engineering and technical expertise

Access to trusted independent experts for complex or disputed matters, causation analysis and structural assessments.



Why partner with us?

At Crawford, we believe claims resolution should be comprehensive, not fragmented. Whether you're managing a routine strata claim or navigating a complex, high-value loss, our multidisciplinary teams work in sync to deliver clarity, efficiency and control. From initial assessment to final resolution, we provide a single point of accountability and a unified standard of excellence, so you can focus on outcomes, not coordination.

1. **Purpose-built team structure** - The only provider with a team dedicated solely to strata claims, operating at a national scale. The team is led by a Head of Strata, a National Operations Manager, and a National Technical Manager.
2. **Depth of expertise** - 28 dedicated strata adjusters, 70% AICLA qualified, many trade certified. Supported by regional, commercial and GTS teams.
3. **National coverage** - Offices in 36 locations across Australia, with senior strata adjusters in every major metro area.
4. **Quality you can trust** - ISO 27001 certified, AFSL licensed and compliant with GICOP and ANZIIF standards.
5. **Performance transparency** - Real-time reporting and proactive issue resolution through daily, weekly, and monthly performance monitoring.
6. **Strategic partnership** - Quarterly reviews, annual strategic planning and ongoing engagement to align with your goals.
7. **Customer-centric approach** - Our quality assurance and customer experience teams, backed by ongoing training and feedback, help deliver a positive claims journey for all.



Talk to the team that's built for strata.

Get in touch today to learn how our strata loss adjusting team can support your business.



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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.au

