

Enhancing Alternative Accommodation

A flexible, fully managed approach that complements traditional solutions and enhances the claimant experience.

Crawford is partnering with Airbnb® to provide more flexible alternative accommodation options following insured property losses, helping to elevate the housing experience for claimants.

This approach complements traditional hotel solutions by offering access to a broader range of accommodation options, supporting both short and longer-term stays.



What this means for insurers

- ✓ Access to over 9 million listings worldwide
- ✓ Rapid placement, including urgent and last-minute bookings
- ✓ Greater flexibility across accommodation types
- ✓ Complementary support alongside traditional hotel solutions
- ✓ Fully managed booking and administration



What this means for claimants

- ✓ Greater choice and flexibility
- ✓ Home-style accommodation options
- ✓ A more comfortable living experience
- ✓ Seamless, end-to-end support
- ✓ Reduced disruption during reinstatement



How it works

1. Eligibility for alternative accommodation confirmed
2. Crawford handler assesses required duration
3. Suitable Airbnb properties sourced
4. Booking and administration managed by Crawford
5. Ongoing support provided throughout the stay

A managed and integrated solution

This service is delivered as part of Crawford's claims handling approach, providing a coordinated and fully managed experience for both insurers and claimants.

Each booking is supported by Airbnb's host protections and 24/7 customer service, alongside Crawford's dedicated claims expertise and oversight.

For more information, please contact your Crawford representative.

Learn more at www.crawco.co.uk

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[®]

Learn more at
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