



FOR IMMEDIATE RELEASE

Crawford & Company (Canada) Inc. Names GTSSM Leaders

TORONTO (May 3, 2012) – Crawford & Company (Canada) Inc. has named five adjusters as Global Technical Services (GTSSM) leaders within the areas of Commercial Property, Transportation, Environmental and Media, Entertainment & Contingency.

“The GTS leaders in each of these groups are experts in their fields, knowledgeable about industry trends, competitive practices and the needs of their clients,” said Paul Hancock, national director of GTS for Canada. “The experience they have in dealing with all types of large loss claims is invaluable and we expect to be able to serve our customers across Canada and grow our business even more effectively under their leadership.”

The GTS leaders will serve as mentors and guides to others and also will focus on recruiting adjusters and developing talent within the organization. The leaders are:

Commercial Property Leaders

Bohdan (Bob) Krywiak, CIP, FCIAA, CCFI-C: Krywiak handles major property and boiler and machinery losses across Canada and around the world. He is a Chartered Insurance Professional (CIP), a Certified Fire and Explosion Investigator (CFEI) and Fellow of the Canadian Independent Adjusters’ Association (FCIAA).

Lorne Montgomery, CIP, FCIAA, CLA: Montgomery is involved in industrial property and boiler and machinery losses and associated production losses. He travels internationally to investigate and adjust complex losses and has extensive experience in primary industry and resources sectors, such as pulp and paper, mining and smelting and heavy manufacturing. He also has experience with casualty insurance with industrial exposures.

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Transportation Leader

Brad Cox, CIP: Cox is licensed in all lines and currently handles commercial transportation losses, including truck, rail and cargo claims, as well as physical damage to rolling stock and heavy equipment. He is also experienced in Workplace Safety and Insurance Board (WSIB) matters and in handling bodily injury and liability claims, as well as environmental claims.

Environmental Leader

Lori Festarini, BSc, PGeo: Recently hired to Crawford, Festarini has 21 years of experience in environmental consulting and geoscience. She has managed numerous phase II site assessments and remediation projects at residential, commercial and industrial properties in Ontario. She has also been responsible for business development in the insurance sector for pollution liability and underwriting claims.

Media, Entertainment & Contingency Leader

Neil Gibson, BA, CIP: Gibson brings with him 20 years of experience in the insurance industry. Although involved in property and casualty losses, he has concentrated on developing expertise in entertainment- and contingency-related losses, including motion picture and television production, non-appearance, music, photography, theatrical, prize indemnity and over-redemption losses.

About Crawford

Crawford & Company (Canada) Inc. (www.crawfordandcompany.ca) is a wholly owned subsidiary of Crawford & Company. Based in Atlanta, Ga., Crawford & Company (www.crawfordandcompany.com) is the world's largest independent provider of claims management solutions to the risk management and insurance industry as well as self-insured entities, with an expansive global network serving clients in more than 70 countries. The Crawford System of Claims SolutionsSM offers comprehensive, integrated claims services, business process outsourcing and consulting services for major product lines including property and casualty claims management, workers compensation claims and medical management, and legal settlement administration. The Company's shares are traded on the NYSE under the symbols CRDA and CRDB.

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