



FOR IMMEDIATE RELEASE



Crawford Announces Senior Human Resources Executive Changes

ATLANTA (February 5, 2014) — Crawford & Company, the world's largest independent provider of claims management solutions, is announcing a number of executive and structural changes within its corporate Human Resources (HR) function. These changes follow Crawford's recent announcement of Phyllis Austin being named the Company's executive vice president, Global Human Resource Management and becoming a member of Crawford's Global Executive Management team.

Bonnie Sawdey, Crawford's vice president for corporate benefits who is based in its Atlanta headquarters, also becomes the senior human resources executive for Broadspire®, a unit of Crawford and a leading third-party administrator of workers compensation claims, liability claims and medical management services. In her new role, she continues to be responsible for planning, developing and administering employee benefit programs and the Human Resources Information System function.

Debra O'Donnell becomes a vice president, human resources for the Americas, where her new responsibilities now include managing the HR function for the America's Property & Casualty business as well as managing employee relations for all corporate employees and U.S. field staff. She is based in Atlanta.

Pauline Holroyd has been named a vice president. In this role, she will continue to oversee the HR organization and activities for Crawford's Europe, Middle-East, Africa and Asia-Pacific operations. She is based in Crawford's London office.

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Douglas Dell becomes the vice president of Crawford Educational Services (CES) in Atlanta, and will continue to be responsible for managing CES and its channel partnerships serving the insurance industry, as well as overseeing Crawford's KMC On DemandSM learning technology platform.

"With increasing international competition for top talent and greater complexities in managing employee benefits, the corporate Human Resources function becomes more and more essential," noted Austin. "These changes recognize and reward the significant accomplishments of our very talented senior HR executives while creating a more efficient, global reporting structure."

About Crawford

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 Solutions[®] 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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For more information or a photograph of Bonnie Sawdey, Debra O'Donnell, Pauline Holroyd or Douglas Dell, please contact:

John L'Abate, public relations manager
404.300.1908 (office)
404.226.2931 (cell)
jwlaba@us.crawco.com