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Crawford & Company Strengthens its UK Leadership Team
Clive Nicholls Appointed Chief Executive Officer, UK & Ireland and
Mike Jones Appointed Chief Operating Officer, UK & Ireland

LONDON – Crawford & Company today announced leadership changes in its UK management team that will build upon the depth of loss adjusting and claims management expertise and target the growth opportunities presented by the recent acquisition of GAB Robins.

Clive Nicholls has been appointed as chief executive officer, UK & Ireland, replacing former CEO Greg Gladwell. Mike Jones has been appointed as chief operating officer, UK & Ireland.

Nicholls will report directly to Ian Muress, chief executive officer, Europe, Middle East, Africa & Asia Pacific (EMEA AP). These appointments are made with immediate effect.

Ian Muress said, “Following the acquisition of GAB Robins, we have established a stronger UK leadership team to maintain our advantage and ensure we deliver the very best of innovation, client service and sales strategy going forward.”

“We view the UK insurance market as essential to Crawford’s global network. With Lloyd’s and the London Market on our doorstep and the increased globalisation of insurers, brokers, corporates and captives, Crawford is well positioned to build upon its proven expertise in the UK and globally with a robust global technical adjusting service and global third party administration services.

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Clive Nicholls and Mike Jones are both highly respected individuals with solid operational experience and are well known in the insurance profession. Their knowledge and expertise will serve them well as we bring two great companies together and further expand our services and capabilities.”

Nicholls joined Crawford in January 2009 as vice president for Global Markets where he had responsibility for the management and development of accounts in both Crawford’s multinational and UK business sectors, in particular the international broker market and the Lloyd’s and London market. In September 2011, he was appointed as senior vice president, Global Client Development for EMEA AP. In this capacity, Nicholls helped develop business in the UK and EMEA AP, in addition to continuing his role on behalf of Crawford's Global Markets’ clients.

As chief operating officer of GAB Robins, Jones was responsible for the day-to-day management of the company's operations and had direct oversight of the claims service. He joined GAB Robins in 2007 from Cunningham Lindsey, where he was a main board director with specific responsibility for UK loss adjusting. Jones is the current President of the Chartered Institute of Loss Adjusters.

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Notes to News Editor:

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 Solution™ 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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