



**FOR IMMEDIATE RELEASE**



**Crawford® to Showcase Extensive Range of Claims Management Services at RIMS**  
*Crawford, Broadspire® and Risk Sciences Group® All Showing at Booth 521 in New Orleans, April 26-29*

**ATLANTA (April 21, 2015)** – Crawford & Company®—and its Broadspire® and Risk Sciences Group® (RSG®) units—will be showcasing their extensive claims management services at the RIMS 2015 annual conference and exhibition in New Orleans, April 26-29, at Booth 521 in the Ernest N. Morial Convention Center. Crawford is the world's largest independent provider of claims management solutions and operates in more than 70 countries. Broadspire is a leading third-party administrator (TPA) of casualty claim, medical management, accident and health, and disability and leave management solutions, and RSG is a leading provider of risk management information systems (RMIS).

The Company's theme for its booth and social events at the conference is *L'Art de Crawford & Company*, illustrating our belief that there is an art to what we do. Artistic creations will engage visitors at the booth, which was the winner of the RIMS large booth award in 2014. At the Company's conference events there will be art displays along with live artists performing their craft. Various original paintings and photography will be given away via a raffle drawing each day of the expo. Both Broadspire and other senior Crawford executives from around the world will be at Crawford's booth to meet with clients and other show attendees interested in knowing details of the Company's services portfolio.

“Since last year's RIMS, Crawford has undergone many significant, positive changes,” said Manny Lauria, Crawford's chief client officer and executive vice president. “Crawford acquired GAB Robins in the UK, opened its Global Business Services Center in Manila, introduced Crawford iQ and further strengthened its Global Technical Services team. Broadspire has added services and clients globally and had terrific performance in 2014. Risk Sciences Group has launched DMITRI 8.0 and will be demonstrating it at the show. We are very excited to be in New Orleans to show the insurance and claims community the wide

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range of new and established industry-leading services we offer.”

Late last year, Crawford purchased GAB Robins Holdings UK Limited (GAB Robins), a loss adjusting and claims management provider headquartered in the UK. The acquisition of GAB Robins enabled Crawford to significantly expand its claims handling business across a wide range of product lines in the UK and bolster its global specialty lines claims services for a variety of industries, such as aviation.

Crawford announced the establishment of its Manila, Philippines-based Global Business Services Center (GBSC) earlier in the year. The GBSC commenced operations in September 2014. The GBSC provides a venue for global consolidation of certain business functions, shared services, and currently outsourced processes. It allows Crawford to continue to strengthen its client service, realize additional operational efficiencies, and invest in new capabilities for growth. The GBSC is wholly owned and staffed by Crawford and is expected to employ more than 1,000 people when fully operational.

Crawford iQ will be showcased at RIMS. Crawford iQ is how Crawford categorizes and markets its innovative suite of proprietary technological products and services, with a goal of making Crawford’s state-of-the-art technology more approachable. Crawford iQ consists of high-quality technology, data and processes categorized in four easy offerings. These include:

- Crawford iQ Portal™ – offers clients a gateway to access the work we do for them
- Crawford iQ Claims Manager™ – delivers a vast array of claims management solutions
- Crawford iQ Analytics™ – provides clients with claims analytics, dashboards and reports
- Crawford iQ Mobile™ – allows claims to be managed anytime, anywhere on PC’s and mobile devices

RSG® will demonstrate version 8.0 of the DMITRI risk management information systems application in the booth. The new version of the robust, industry-leading RMIS provides a range of user-requested and tested usability and customization features, including:

- An updated style sheet and login page
- A streamlined interface throughout the application
- Enhanced navigation via a revised global shortcut pane
- Improved efficiency through better search capabilities and screen display
- Improved “favorites”, “history” and “add new” functionality

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Also last year, Broadspire created strategic TPA hubs in Canada, Singapore, Hong Kong and Australia, cementing its position as the world's first truly global TPA. Broadspire responded to the growing needs of risk managers with multi-national companies by expanding with these multiple locations in countries around the world. This expansion allowed our data and analytics services to be integrated on a regional and global scale to provide insightful information and control of claims above and below deductibles. Broadspire also added short-term disability, long-term disability and Family Medical and State Leave management to its existing global portfolio of products.

#### **About RSG®**

Risk Sciences Group® (RSG®) delivers risk management information systems (RMIS) that provide the ability to track and consolidate multi-coverage claims data and enterprise-wide exposures to risk by maintaining highly accurate and credible databases on behalf of each client.

#### **About Broadspire®**

Broadspire®, a leading third-party administrator, offers casualty claim, medical management, accident and health, and disability and leave management solutions, helping increase employee productivity and reducing the cost of risk through early intervention, professional expertise and data analytics. As a Crawford Company, Broadspire is based in Atlanta, Ga. Services are offered by Crawford & Company under the Broadspire brand in countries outside the U.S.

#### **About Crawford®**

Based in Atlanta, Ga., Crawford & Company® ([www.crawfordandcompany.com](http://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 CRD-A and CRD-B.



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