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FOR IMMEDIATE RELEASE

Crawford & Company® Australia achieves ISO27001 Certification

LONDON (13 February 2018) – Crawford & Company® (NYSE: CRD-A and CRD-B), the world’s largest publicly listed independent provider of claims management solutions to insurance companies and self-insured entities, is proud to announce it has recently achieved the highly-regarded ISO 27001 certification in Australia.

This international standard demonstrates that Crawford® in Australia has established a best-practice Information Security Management System (ISMS) for handling sensitive information and associated risks, which includes people, processes and technology. To achieve this internationally accepted information security standard, the Australian operation had to satisfy extensive compliance criteria and demonstrate a systematic approach to managing sensitive company and customer information. Offering great confidence in the way customers and suppliers can interact with the business, the accreditation confirms adherence to a comprehensive framework of policies, procedures and controls.

Andrew Bart, CEO Asia Pacific said “As part of our promise to protect our clients’ brand, this achievement highlights that Crawford Australia upholds the highest standards in security, confirming a continual commitment to information governance and safeguarding client data.”

ISO 27001 also identifies possible threats, recommending a range of information security controls and other risk treatment initiatives. This underpins Crawford’s focus on continual improvement to make sure that the risk treatments continue to meet its individual information security needs on an ongoing basis.

About Crawford

Based in Atlanta, Crawford & Company (NYSE: CRD-A and CRD-B) is the world’s largest publicly listed independent provider of claims management solutions to insurance companies and self-insured entities with an

expansive global network serving clients in more than 70 countries. The Company's two classes of stock are substantially identical, except with respect to voting rights and the Company's ability to pay greater cash dividends on the non-voting Class A Common Stock (CRD-A) than on the voting Class B Common Stock (CRD-B), subject to certain limitations. In addition, with respect to mergers or similar transactions, holders of CRD-A must receive the same type and amount of consideration as holders of CRD-B, unless different consideration is approved by the holders of 75% of CRD-A, voting as a class. More information is available at www.crawfordandcompany.com.

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