



Crawford & Company was honoured as the winner of the Loss Adjuster of the Year at the [Australia and New Zealand Insurance Industry Awards 2010](#) on Thursday 12<sup>th</sup> August.

Crawford & Company was also a finalist in the following categories:

- Innovation of the Year
- Service Provider to the Insurance Industry

The 2010 Australia and New Zealand Insurance Industry Awards honours the industry's best and brightest companies and individuals. Now in its seventh year, the Awards, hosted by the Institute and founding partner Asia Insurance Review (AIR), recognise outstanding achievement, professionalism, and excellence in the Australian and New Zealand insurance marketplace.

Each award category is reviewed by a distinguished panel of 14 Australian, New Zealand and international judges to determine the winners, and is independently audited by Ernst & Young to ensure proceedings are conducted with the greatest integrity.

The following excerpt about Crawford appeared in the winner's program published by the Australia and New Zealand Insurance Industry Awards:

## Loss Adjuster of the Year

### Crawford & Company

The Judges are pleased to announce Crawford & Company as the 2010 Loss Adjuster of the Year.

Crawford & Company demonstrated rigorous systems of continuous research to gain important insight and up-to-date market knowledge.

Their workflow, management and appraisal systems fed directly into their training and supervision models which ensure high levels of service and improvement were a core part of Crawford & Company's business.

The judges felt that Crawford & Company's innovative initiatives demonstrated a company that is forward looking and flexible. From its integration of wireless tablets to ensure quick delivery and reduction in contact time and claim life, to the company web portal, its specialist fraud team and an innovative supplier management system, Crawford & Company demonstrates strong use of technology to aid the customer.

The judges were impressed with Crawford & Company's

Global Technical Services division, incorporating world-class professionals delivering advantage to clients in nature and complex claims, liability and construction.

Crawford & Company demonstrated a high level of staff training and development within the organisation from employee induction through quality assurance and regulatory workshops to more complex systems training and industry qualifications, Crawford & Company supports employees across all levels of technical and professional development.

Judges were impressed by Crawford & Company's extensive research, knowledge of current trends and market understanding through face-to-face qualitative interviews, continuous environmental scans to monitor industry news, trends and issues and systematic review of quantitative data and trend analysis.

Judges were also impressed with the emphasis Crawford & Company put on responsiveness to insurers needs, and use of case studies exemplifying this, such as their report on the response to bushfire claims.

*Excerpt from winner's program published by the Australia and New Zealand Insurance Industry Awards*