



# Crawford<sup>®</sup>

## Global Markets

*The world's largest independent provider  
of claims management solutions*

### **The Crawford System of Claims Solutions<sup>SM</sup>**

*Partners in Global Risk and Claims Management*

At Crawford & Company we understand the challenges of managing global claims solutions. Our international network provides claims services, business process outsourcing and consulting claims solutions. Crawford's systematic approach helps to reduce cost and can be tailored to support captives, fronting schemes and local carriers.

#### **Benefits**

- A responsive network of more than 700 locations in 63 countries
- e-Claims, a web-based claims data system with real-time access and feeds to clients
- Banking and claims payment network for in-country transfers and checks
- Multi currency capability
- Account protocols - service bulletins outlining claims procedures applicable
- Claims reporting intake systems, regional systems or in-country reporting of claims
- Programme management and a dedicated account manager
- Global rates for volume desktop claims

With more than 9,000 team members, including specialists from around the globe, we are able to manage complex programmes in areas where professional expertise is required. These include:

- General liability, motor, property and employers' liability claims
- Ocean & inland marine, cargo & hull services and port surveys or salvage
- Healthcare management including employee tracking for CAT response
- Large property claims adjustment, including technical services for reconstruction
- Specialty industry programs such as hospitality, food, energy, retail and manufacturing
- Products liability and warranty claims with specialists available for remote areas
- Disaster plans for CAT response, including business unit tracking

Our experienced account managers implement and manage effective solutions to resolve your liabilities, wherever they may be. We partner with you to protect and preserve your assets: human, financial, physical plant, brand and public images.

Global Markets can reinforce your brand values, risk philosophy and business strategy, through provision of a local, regional or global claims programme, and deliver tangible services and financial benefits.

**WORKING TOGETHER: *the Crawford Difference***

[www.crawfordglobalmarkets.com](http://www.crawfordglobalmarkets.com)



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*Global clients increasingly seek consistency of claims service delivery, a positive local customer experience and central co-ordination of relationship and programme management, irrespective of geography. Crawford Global Markets can provide all of it.*

### Management Team



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Global Markets is part of The Crawford System of Claims Solutions™ The most comprehensive global solution for claims administration. The System was developed by Crawford & Company. NYSE: CRD-A, CRD-B | Crawford & Company | Crawford & Company is an equal opportunity employer

### Global Programme

Global Markets is responsible for managing the global relationship with Crawford's major clients worldwide, and brings together a highly talented team of professionals in both technical claims disciplines and in business development.

A sophisticated client key account management programme is in place to ensure we place the right focus on meeting the complex needs of all our global clients.

### Global Services

We provide a gateway to a wealth of property and casualty claims management services, but recognise that particular niche markets and business lines have specific requirements. These include:

- Technical & Complex Claims
- Marine & Transportation
- Motor
- Third Party Administration (TPA)
- Counter Fraud Solutions
- Healthcare
- Lloyd's & London Market

### Global Coverage

Crawford Global Markets, with more than 700 locations in 63 countries, can serve you and meet your needs wherever you are located in the world.



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