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FOR IMMEDIATE RELEASE

Crawford & Company® establishes cyber incident response hub for CEE

Central cyber unit based in Poland supported by regional cyber incident managers

LONDON (November 2, 2020) Crawford & Company® (NYSE: CRD-A and CRD-B), the world's largest publicly listed independent provider of claims management and outsourcing solutions to carriers, brokers and corporates is pleased to announce the establishment of a cyber incident response hub for Central and Eastern Europe (CEE).

The cyber operation comprises a central incident response hub located in Warsaw, Poland supported by a number of local cyber incident response managers in countries across Central and Eastern Europe. Crawford has significantly expanded its specialist cyber team, with 12 certified cyber incident managers operating in the CEE region, while also providing access to a managed vendor network providing expert support across critical areas including IT forensic, legal, public relations and regulatory notifications.

Crawford's cyber incident response capabilities provide the insured party with 24/7/365 access to its cyber incident response call center. Following initial notification, a Crawford cyber incident manager is assigned to act as a dedicated local contact and coordinate all required activities from initial containment and forensic investigation through to mitigation and claims resolution.

The establishment of the hub is in response to a significant increase in the number of international and local insurers offering cyber insurance policies in the CEE region, and a sharp increase in the number of reported cyber-related incidents.

Commenting on the cyber hub, Krzysztof Jabłoński, CXO and Board Member at Crawford Polska, said: "The establishment of our cyber incident response hub and the expansion of our cyber response capabilities across the CEE forms part of our broader commitment to delivering an all-encompassing 'One Crawford' offering for our clients. By being able to provide a fully integrated incident response and loss adjusting model, we not only support and deliver a smooth and

efficient claims resolution capability, but also help our clients mitigate and manage both costs and exposures from the outset.”

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 and outsourcing solutions to carriers, brokers and corporates 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 percent of CRD-A, voting as a class. More information is available at www.crawco.com.

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