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FOR IMMEDIATE RELEASE

Crawford & Company announces leadership change in Spain

*Gonzalo Esteban appointed Country Manager for Spain
Felipe Gangoiti takes up new role as SVP Client Development, Spain*

LONDON (May 4, 2021) 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 corporations is pleased to announce that Gonzalo Esteban has been appointed as country manager for Spain. Esteban will report to Charlotte von Krogh, president for Europe and Middle East.

Gonzalo Esteban brings over 10 years of insurance market experience to the position. Prior to joining Crawford, Gonzalo held managerial roles within American Express and Multiasistencia, with responsibility for new and existing strategic client relationships, sales, business development and market strategy and acquisitions.

Current country manager for Spain, Felipe Gangoiti, will take up a new position as SVP Client Development and will focus on new client opportunities and business development initiatives.

Charlotte von Krogh, president, Europe and Middle East said: "Gonzalo joins Crawford at a time when the business is reimagining and simplifying customer solutions and building on our reputation for delivering quality that sets the industry benchmark. Gonzalo has worked with Felipe Gangoiti over the past few months to ensure a smooth transition of responsibilities."

"I also want to thank Felipe for his valuable contributions to Crawford during his tenure as country manager and wish him all the best in his new role."

Esteban added: "I delighted to have the opportunity to lead Crawford in Spain and support our purpose to restore and enhance lives, businesses and communities My focus will be to continue to deliver innovation, quality and expertise as well as supporting our employees to achieve their full potential."

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 corporations 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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