

Outstanding Crawford® Employees around the World

Congratulations to us! May 27, 2016, Crawford & Company® celebrates its 75th anniversary. To help commemorate this banner year, Crawford will highlight 75 of your colleagues from around the world. These Crawford employees, all of whom were nominated by their superiors, share what they do for the Company and how they believe Crawford is portrayed in the industry. You'll get the chance to read a little bit about these co-workers throughout the coming weeks, so be sure to check out this website weekly.

Week Nine Crawford Employee Perspectives



Name: **Hugo Gutiérrez Huerta**

Title: Country Accountant

Location: Mexico City, Mexico

What I do for Crawford: I am responsible for preparing and reviewing the accounting, tax, and financial reporting of the Company in Mexico. I additionally support the administration and compensation areas of Human Resources.

Years Employed by Crawford: 2

Describe Crawford in 1 to 3 words: success, service, commitment



Name: **Caroline Lock**

Title: Executive Assistant

Location: London, UK

What I do for Crawford: I am the executive assistant to Ian Muress, executive vice president and chief executive officer, International; and his executive leadership team.

Years Employed by Crawford: 26

Describe Crawford in 1 to 3 words: people, team, leadership



Name: **Sivakumar Subramanian**

Title: ICT Manager for Risk Sciences Group®

Location: Atlanta, GA, USA

What I do for Crawford: I develop and maintain information technology for RSG®.

Years Employed by Crawford: 8

Describe Crawford in 1 to 3 words: great workplace



Name: **Jenny Kinnander**

Title: Claim Handler, Motor

Location: Sundbyberg, Sweden

What I do for Crawford: I handle motor claims for Zurich Insurance Ltd. Sweden. I love claim handling!

Years Employed by Crawford: 7

Describe Crawford in 1 to 3 words: quality, professionals, service



Name: **Walter Tingley**

Title: Branch Manager

Location: Dartmouth, Nova Scotia, Canada

What I do for Crawford: Manage Dartmouth, Kentville, Stellarton, and Yarmouth, Nova Scotia, offices

Years Employed by Crawford: 23

Describe Crawford in 1 to 3 words: trustworthy, intelligent, responsive



Name: **Sonia Duvia**

Title: Backoffice, QBE account for public officials and professional indemnity

Location: Milan, Italy

What I do for Crawford: For the QBE account and some new, smaller accounts, I manage work orders, which includes opening and invoicing claims and supporting adjusters; I am the point of contact with UK underwriters and London brokers, together with the key account manager (KAM); and I support engineers and lawyers by providing German, English and Spanish translations. I also administer the Italian Crawford Academy Intranet website.

Years Employed by Crawford: 4

Describe Crawford in 1 to 3 words: international, experience, quality



Name: **Omar Mostafa**

Title: Engineering Adjuster (“CEO to be”)

Location: Melbourne, Victoria, Australia

What I do for Crawford: As a member of the Global Technical Services™ team, I manage and adjust machinery and equipment, power, energy, industrial and construction claims.

Years Employed by Crawford: 3

Describe Crawford in 1 to 3 words: our clients’ knights



Name: **Patricia (Patti) Hicks**

Title: Manager, Instructional Learning

Location: Atlanta, GA, USA

What I do for Crawford: I am responsible for coordinating and developing instructional learning, which involves virtual, online, and classroom training for Crawford & Company®.

Years Employed by Crawford: 28

Describe Crawford in 1 to 3 words: professionally rewarding, challenging