



Crawford & Company
1001 Summit Blvd
Atlanta, GA 30319

For more information please contact:
Nancy Hamlet/404.300.1918
Nancy_hamlet@us.crawco.com

FOR IMMEDIATE RELEASE

KENNETH TOLSON NAMED CRAWFORD® U.S. PROPERTY & CASUALTYSM CEO

ATLANTA (Jan. 19, 2017) – Crawford & Company® (NYSE: CRD-A and CRD-B), the world's largest publicly listed independent provider of claims management solutions to insurance companies and self-insured entities, today announced that it has named Kenneth Tolson chief executive officer of its U.S. Property & CasualtySM group, a business unit operating within the U.S. Services division of Crawford®. Tolson will be responsible for the company's U.S. field operations and catastrophe services groups.

"With over 27 years of tenure at Crawford, and a track record of building strong teams and achieving results, Ken will be instrumental in growing our customer base with the support of a very talented team," said Larry Thomas, president and CEO of Crawford U.S. Services.

Tolson most recently served as senior vice president for the Broadspire® Accident & Health division. Prior to that, he was CIO for the U.S. Property & Casualty division and led a team that developed the claim self-service portal known as MyClaimsAgent.com, which enables customer ownership of the claim process and remains a key domestic product. He is also a former U.S. Property & Casualty division region manager at Crawford.

"I look forward to helping the company further demonstrate our ability to exceed customer expectations during routine business operations as well as in times of catastrophe," said Tolson. "We are excited about our future as we develop faster end-to-end claims services based on our technology and professional expertise."

Tolson is a graduate of North Carolina State University and also holds the Associate in Claims (AIC) and Chartered Insurance Operations Professional (CIOP) designations.

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About Crawford®

Based in Atlanta, [Crawford & Company](#) is the world's largest publicly listed independent provider of claims management solutions to insurance companies and self-insured entities with an expansive global network serving clients in more than 70 countries. The Crawford Solution® offers comprehensive, integrated claims services, business process outsourcing and consulting services for major product lines including property and casualty claims management, workers compensation claims and medical management, and legal settlement administration.

About Broadspire®

Broadspire®, a leading global third-party administrator, offers casualty claim, medical management, accident and health, and disability and leave management solutions, helping increase employee productivity and reducing the cost of risk through early intervention, professional expertise and data analytics. As a Crawford Company, Broadspire is based in Atlanta. Services are offered by Crawford & Company under the Broadspire brand in countries outside the U.S.

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