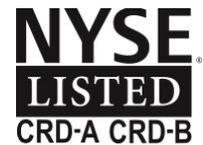




Crawford & Company®  
5335 Triangle Parkway NW  
Peachtree Corners, GA 30092



**FOR IMMEDIATE RELEASE**

**Crawford & Company®'s Pat Van Bakel elected as Chair of the Board of Governors for the Insurance Institute of Canada**

**TORONTO (November 1, 2019 )** Crawford & Company, the world's largest, publicly listed independent provider of claims management and outsourcing solutions to carriers, brokers and corporates, extends its congratulations to Pat Van Bakel, President, Canada, on his appointment as Chair of the Board of Governors for the Insurance Institute of Canada (IIC). Van Bakel's election was announced recently at the 66<sup>th</sup> Annual General Meeting in Saskatoon, Saskatchewan.

The Insurance Institute sets professional standards for the industry and offers internationally recognized designations Chartered Insurance Professional (CIP) and Fellow Chartered Insurance Professional (FCIP). In this role, Van Bakel will lead the institute's board of elected members and senior industry leadership.

Commenting on his appointment, Van Bakel said, "I'm very pleased to be able to continue to serve the Insurance Institute of Canada in this capacity. They have been a tremendous source of support for our organization and the insurance industry at large for many years."

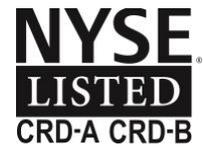
Rohit Verma, global chief operating officer, commented, "Pat's contributions to our mission and efforts to provide clients with integrated and innovative solutions have made him a key member of Crawford's leadership team. I'm not surprised that the Insurance Institute has chosen him for this influential position. I look forward to seeing him continue to positively impact the industry during his tenure as Chair."

Crawford also recognizes two other colleagues who joined this year's Board of Governors as representatives of their local chapters. Jennifer Virley, the firm's vice president of Central Intake and Administration, will serve as the representative for the Insurance Institute of Ontario's, Conestoga Chapter, and Victoria Hanson, a Key Account Manager with Crawford, will serve as the representative for the Insurance Institute of Ontario's Hamilton, Niagara Chapter.

Van Bakel continued, "I am especially looking forward to participating in the IIC's convocation events across Canada and congratulating the graduates who will receive their CIP and FCIP designations. Crawford is committed to our mission of restoring and enhancing lives, businesses and communities and this honor will provide endless opportunities to help industry professionals' advance in their careers."



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**For media inquiries, please contact:**

Greg Smith  
Chief Client Officer  
Crawford & Company (Canada)  
Email: [Greg.Smith@crawco.ca](mailto:Greg.Smith@crawco.ca)

Kiara Reynolds-Westry  
Communications Specialist  
Crawford & Company (U.S.)  
Email: [Kiara\\_reynolds-westry@us.crawco.com](mailto:Kiara_reynolds-westry@us.crawco.com)

**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 insurance companies and self-insured entities 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](http://www.crawco.com).

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