



FOR IMMEDIATE RELEASE

Crawford TPA: Broadspire® Announces New Crisis Support Solution

The specialized services offer businesses the tools to respond to global crises like COVID-19.

ATLANTA (March 26, 2020) Broadspire®, a Crawford Company and a leading third-party administrator (TPA) of workers' compensation claims, liability claims, disability and leave management and medical management services, has announced the roll-out of the Broadspire Crisis Support Solution. The solution offers specialized TPA services including claims intake and triage, benefits management, medical management, and reporting capabilities that help businesses respond during any global or regional crisis.

As part of the services offered under Broadspire's Crisis Support Solution, updated reporting capabilities will allow for increased visibility and insights into how a crisis like coronavirus (COVID-19) is impacting organizations' claims programs. For clients in need of medical management services, Broadspire's telemedicine and telerehab solutions are positioned to help ensure individuals receive the medical attention they need without leaving their homes. For psychosocial needs, critical incident stress management is available to help impacted individuals cope during periods of high stress.

"The recent outbreak of COVID-19 has impacted every business, creating an environment of uncertainty which affects not just companies but many of their employees as well. The Broadspire Crisis Support Solution addresses the need for change in claims management while focusing on those affected during this challenging time," said Mike Hoberman, chief client officer, Broadspire.

"Coronavirus has turned into a global crisis with over 400,000 confirmed cases and 20,000 deaths. Globally, we are at a point where it's essential to find alternatives to help ensure people can receive responsive claims service and care when and where they need it," commented Danielle Lisenbey, global president, TPA Solutions: Broadspire. "Now more than ever we are committed to our mission to restore and enhance lives, business and communities, and the Broadspire Crisis Support Solution empowers us to tend to the specific needs of our clients, no matter the circumstances."

For more information please contact Broadspire at covid19.customerinquiry@choosebroadspire.com.



About Crawford TPA: Broadspire®

Broadspire,® a Crawford® Company and leading third-party administrator to employers and insurance companies, offers a broad suite of customized claim, medical management, accident and health, and disability and leave management services designed to help increase employee productivity while containing costs. Broadspire is a part of Crawford & Company,® 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. Services are offered by Crawford & Company under the Broadspire brand in countries outside the U.S. More information is available at www.choosebroadspire.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

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