

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 their perspectives weekly.

Week 4 Crawford Employee Perspectives



Name: **Megan Thomas**

Title: Senior Secretary

Location: Kingston, Jamaica

What I do for Crawford: Prepare adjusters' reports and documents for final dispatch to insurance companies/clients; register claims; invoice files; work in E-claims; plus receptionist duties

Years Employed by Crawford: 23

Describe Crawford in 1 to 3 words: integrity, innovative, world-class



Name: **Choong Hon Mun (HM)**

Title: Executive Director, CEO

Location: Kuala Lumpur, Malaysia

What I do for Crawford: Manage the Malaysian operations

Years Employed by Crawford: 37

Describe Crawford in 1 to 3 words: structured network worldwide



Name: **Paul Ritchie**

Title: Client Account Director

Location: London, England

What I do for Crawford: As a member of the London-based account management team, I bring an unusual blend of account management, loss adjusting, surveying and engineering experience to clients to ensure that their claims' needs are met. I also support our business lines' heads in understanding opportunities for profitable growth that allow us to spot trends where we might have gaps and potential new areas of business. I'm always

looking to be more proactive in how we can maximise relationships, approach major deals and become more consultative in our approach.

Years Employed by Crawford: 25

Describe Crawford in 1 to 3 words: smart, challenging, professional



Name: **Diana Vercoe**

Title: Executive Assistant

Location: Auckland, New Zealand

What I do for Crawford: I assist the CEO with developing policies and procedures along with organising staff training, events and meetings. I am also active in IT development and implementation, and work with key stakeholders to come up with solutions tailored to the New Zealand operation.

Years Employed by Crawford: 5

Describe Crawford in 1 to 3 words: people helping people



Name: **Steve Cirami**

Title: Executive Vice President & Chief Operating Officer,
Garden City Group™. LLC (GCG®)

Location: Lake Success, New York, USA

What I do for Crawford: I manage all GCG offices nationwide and am responsible for all ongoing legal administration projects across the company, including GCG's class action settlement administrations, restructuring and bankruptcy matters, mass tort settlements and regulatory settlements.

Years Employed by Crawford: 12

Describe Crawford in 1 to 3 words: intelligent, focused, caring



Name: **Priti Puri**

Title: Chief Financial Officer

Location: Mumbai, India

What I do for Crawford: Maintain its core values

Years Employed by Crawford: 14

Describe Crawford in 1 to 3 words: trust and support



Name: **Eiichi Shigematsu**

Title: Country Manager

Location: Tokyo, Japan

What I do for Crawford: Run Crawford's team in Japan

Years Employed by Crawford: 14

Describe Crawford in 1 to 3 words: integrity with technical capability



Name: **Anna Tarvainen**

Title: Claims Handler and Team Leader, Medical Recall Programme

Location: Helsinki, Finland

What I do for Crawford: As a claims handler, I manage a claim from beginning through to settlement. As a team leader, I perform the same roles but with additional responsibilities, such as payment authorization and status reporting.

Years Employed by Crawford: 7

Describe Crawford in 1 to 3 words: multinational, quality-conscious, reliable