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FOR IMMEDIATE RELEASE

Crawford & Company® and WeGoLook® launch UK services New enterprise looks to transform handling of claims

LONDON (June 15, 2018) – 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, and WeGoLook®, LLC, an on-demand workforce solutions provider and subsidiary of Crawford & Company, today announced the launch of WeGoLook’s innovative on-demand claims inspection services in the UK.

WeGoLook introduces a revolutionary approach to handling high-frequency, low-complexity claims to the UK. Capitalizing on the advantages of the gig economy, the WeGoLook solution combines an extensive network of independent contractors – known as Lookers® - with an innovative mobile data capture system to provide faster, more cost-effective, on-site inspections of a broad range of underwriting and risk inspections, and incidents including property damage, road-traffic accidents, and ‘slip-and-trip’ type events.

WeGoLook’s Lookers are vetted to conduct precise and timely on-site inspections of particular claims-related incidents and to capture pre-configured data. The WeGoLook app securely collects and consolidates this information which can then be accessed immediately by an underwriter, loss adjuster or other stakeholder. This enables speedier completion of policy underwriting and claims processing and delivers a higher-quality service to policyholders.

WeGoLook operates an on-demand workforce of over 40,000 independent contractors globally and has expanded Looker coverage across the UK.

Robin Smith, chief executive officer of WeGoLook, says: “We are very excited to be launching WeGoLook in the UK as Crawford® works to transform the way claims are handled. Our unique system enables claims teams to get eyes on incidents in record time via our on-demand Lookers, with virtually instantaneous access to captured data to facilitate a speedy claims response. Our service capabilities also extend to self-service applications, document delivery and retrieval, as well as locating salvaged items, to help close out claims quickly and efficiently.”

Clive Nicholls, president, UK & Ireland at Crawford, adds: “We believe that the introduction of the WeGoLook platform to the UK will significantly enhance claims responsiveness and the level of service provided to policyholders. It is another example of Crawford’s commitment to its mission to restore and enhance lives, businesses and communities.

“The platform delivers a high-quality, low-cost approach built on transformational data-capture technology, and capitalizes on the huge potential of today’s gig economy. Through working with WeGoLook, we see a fantastic opportunity to help push forward the ongoing digitalization of claims management as we roll out innovative industry solutions.”

In January 2017, Crawford completed the acquisition of a majority interest in WeGoLook, when it acquired 85 percent of the membership interests of the firm.

To contact Crawford about WeGoLook or its other claims solutions, email information@crowco.co.uk or call +44 207 265 4067.

About WeGoLook®

Founded in 2009, WeGoLook combines technology with an on-demand workforce of over 40,000 Lookers to help businesses and individuals gather and validate information anytime, anywhere. From simple inspections to enterprise solutions, WeGoLook's products build confidence in consumers and empower businesses to improve efficiencies while lowering costs. In 2017, a majority stake was acquired by Crawford & Company. For more information, please visit wegolook.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 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% of CRD-A, voting as a class. More information is available at www.crawfordandcompany.com.

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