

Dear colleagues,

I am sure you have heard of the recent changes to the management structure which have taken place in Crawford Europe and I would like to take this opportunity to introduce myself.

I attach the formal press release relating to my appointment to CEO, Crawford Europe. My background is in loss adjusting and as revealed in the press release I have worked in many parts of the world and been very engaged with relevant professional bodies including CILA and FUEDI. I am delighted to be part of the world's largest independent provider of loss adjusting and claims management services and very excited with my appointment to the Crawford Europe role which includes Central Eastern Europe & Eurasia.

I have had the pleasure of an initial meeting with senior colleagues across the Crawford Europe businesses and I am very enthused by the calibre of the team and what I believe we can achieve together. I am also very aware that success for Crawford in this region is also contingent upon a strong network of Associates delivering high quality services to our mutual clients. In my previous roles I have experienced working closely and successfully with a network of Associates and this was especially important for me in recent years when sister companies in GAB Robins were sold to a global competitor and servicing of our global accounts was almost entirely dependent upon Associate partners. The Crawford Associate partners are important to the success of our European and wider operation.

I am keen to meet with you as I settle into my new role and to develop a cohesive network which works for all parties. I shall be liaising with colleagues to better understand the dynamics of our relationships and seek to establish how we can work more closely. More structured communication and engagement with you is a high priority, alongside maintaining a firm foundation for our partnership and reflecting our businesses today.

I would ask for a little patience as I find my feet and initially visit all of the Crawford operations and meet the teams. However, if any of you are visiting London please do let me know and I would be delighted to welcome you. Finally, for the present please do continue to engage with Mark Vos and your existing Crawford contacts but I will seek to have a newsletter developed shortly to keep you informed of developments going on in Crawford Europe and similarly to profile activities and people in your operations.

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