



Getting to know the Portfolio

From Due Diligence to Claims Handling

Cologne, Germany
29 March 2019



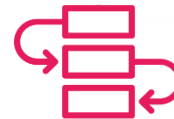
Things we are going to cover today



Crawford &
Company



Due Diligence;
preparation and
practicalities



Transferring data
& onboarding



Tracking
progress



Final
considerations



Questions

Crawford & Company

The world's largest publicly listed independent provider of global claims management solutions

Organized across global service lines:

- P&C adjusting solutions (Crawford Claims Solutions)
- Large and complex claims (Global Technical Services)
- Global TPA solutions (Broadspire)
- Managed repair services (Contractor Connection)



\$14 Billion

Claims payments annually



1.7 Million

Claims handled worldwide



9,000

Total employees



CRD A&B

Low debt ratio / Traded on NYSE



Run-off expertise

- Since 2010 in Europe - currently handling 22 diverse portfolios in run-off
- c.60,000 legacy claims handled across Europe
- Approx. EUR 700m total incurred under management in the legacy arena
- File Closure and Reserve release targets achieved in line with our clients' plans
- Significant savings achieved against reserves for our clients
- Increasing demand for our expertise



Run-off experience Europe

Client Type	No. of Portfolios	No. Open Claims	Open Reserves	Closed Claims	Total Incurred	Total Claims
O/Insurer	18	3.314	€ 176.000.000	30.029	€ 381.000.000	33.343
Legacy Carrier	6	4.278	€ 231.000.000	25.680	€ 396.000.000	29.958
Totals	24	7.592	€ 407.000.000	55.709	€ 777.000.000	63.301



Casualty



Property



Medical
Malpractice



Employers
Liability



Motor



Occupational
Injuries



Personal Accident

Due Diligence

Preparation

- 1 NDA
- 2 Conflict Check
- 3 Contract Approval
- 4 Scope of Work > Sample size
Breadth of sample
Priorities during DD
- 5 Pricing
- 6 Dates
- 7 Travel Arrangements
- 8 Resourcing > Availability
Appropriate Experience
Language skills





Due Diligence

Considerations



Data access

Paper files?
Data room?
Policies?



Cooperation from current handlers

Claims system
Codes used
Abbreviations used

Due Diligence

Onsite/Active



Interviewing Current Handlers

- ✓ Processes / procedures
- ✓ Reserving philosophy
- ✓ Reactive / proactive claims handling
- ✓ Litigation management
- ✓ File and reserve updates
- ✓ Closing procedure prior to time bar



Typical Objectives

- ✓ Reserve adequacy
- ✓ Appropriate processes and procedures?
- ✓ Claims system – fit for purpose?
- ✓ Is data on claims system (i) complete; and (ii) updated

File Transfer/Onboarding



Truck or memory stick?



Cooperation from previous handlers



Ensuring all data/info is transferred



Recording what is transferred and what is not



Mapping data onto new system



Revising each file and checking data on system





Tracking Progress

Weekly Progress /summary

	Start No.	New No.		
		Sept	Oct	Nov
New files	xx	xx	xx	xx
Writs	xx	xx	xx	xx
Additional Correspondance	xx	xx	xx	xx

Payments outstanding

	Start No.	Additional	
		Sept	Oct
Indemnity	xx	xx	xx
TP Service Providers	xx	xx	xx

Files

	Total	
	Oct	Nov
Files Reviewed	xx	xx
Files Closed	xx	xx
Files reopened	xx	xx

Complaints

Total resolved since xx/xx/xxxx	Total outstanding as of xx/xx/xxxx	Received since xx/xx/xxxx	Closed since xx/xx/xxxx	Total outstanding
xx	xx	xx	xx	xx

Final Considerations

Murphy's Law –

“if something can go wrong, it will...”

Experience and preparation

Data Transfer and GDPR

Know the regulations

Communication –
all news, especially bad news

Keep your client up-to-speed
with developments



Questions



Thank you

Paul Ogni

Head of Legacy services Europe

T +39 333 130 4066
+39 02 48 100 423

E p.ogni@crawco.it