

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 this website weekly.

Week 10 Crawford Employee Perspectives



Name: **Victoria Silfverling**

Title: Claims Handler

Location: Stockholm, Sweden

What I do for Crawford: I handle claims for Affinity.

Years Employed by Crawford: 3

Describe Crawford in 1 to 3 words: service



Name: **Stephen Rhoden**

Title: UK Application Development Manager

Location: London, England

What I do for Crawford: Understand, manage, and set priorities, milestones, and development resources in order to efficiently deliver robust solutions that meet the needs of the business, ensuring requirements map to real business needs and is in alignment with the Crawford IT strategy.

Years Employed by Crawford: 7

Describe Crawford in 1 to 3 words: adaptive



Name: **Shawn Gilhula**

Title: Director of Operations, Crawford Class Action Services

Location: Waterloo, Ontario, Canada

What I do for Crawford: I develop, maintain, and initiate innovative sales and marketing support for the vice president of Class Action Services. I perform advanced administrative functions supporting other Class Action senior managers. I am also responsible for all aspects of division projects including pricing, procedures, and protocols; mail intake; document input and scanning divisions; along with help desk functions, quality control,

and staffing.

Years Employed by Crawford: 27

Describe Crawford in 1 to 3 words: dynamic, adaptive, family



Name: **Christine Millar**

Title: Human Resources (HR) Director, Asia Pacific

Location: London, England

What I do for Crawford: I lead an HR team that strives to support our customers in the recruitment, retention, and development of business and people. In doing so, we support Crawford by optimising the value we deliver to our stakeholders and clients.

Years Employed by Crawford: 10

Describe Crawford in 1 to 3 words: professional, customer-focused, diverse



Name: **Boris Vojnovic**

Title: Claims Handler

Location: Milan, Italy

What I do for Crawford: I do my best to handle my work and archive results, making my expertise and knowledge available as a personal contribution to the growing of Crawford.

Years Employed by Crawford: 4

Describe Crawford in 1 to 3 words: reliability, integrity, worldwide



Name: **Maher Hasan**

Title: Mid-Atlantic Service Center Manager

Location: Newtown Square, PA; and Fairfax, VA, USA

What I do for Crawford: I manage the Broadspire® claims offices in Newtown Square and Fairfax.

Years Employed by Crawford: 26

Describe Crawford in 1 to 3 words: colleagues, brilliant, challenge