

U.S. Property & Casualty Interim Bill Policy, eff. 12/1/15 (Work-in-Process (“WIP”)/Unbilled Inventory)

Crawford will submit a service fee invoice to Client when Claim(s) are concluded. If any such Claim is not concluded within the timelines noted below, Crawford will submit an interim bill(s) to Client for activity recorded on such Claim until the assignment is concluded.

Interim Bill clauses to be included in the “Claim Service Agreement”, “Limited Assignment Menu of Services” and “National Pricing Agreements”.

Protocol for Acknowledging Receipt of New Claim Assignments

Client examiner will receive an Acknowledgement Letter confirming receipt of new claim assignment. This correspondence will acknowledge claim received, Crawford Interim and Final Bill Guidelines, and Payment terms.

Interim Billing Policy, Excluding Technical Services

A. Time and Expense Claims – Billing

If any such time and expense Claim is not concluded within 30 days from the date such Claim is assigned, and there is more than \$500 of WIP on the file, Crawford will submit an interim time and expense billing to Client for activity recorded on such Claim. Until assignment is concluded, Crawford will submit interim time and expense billing thereafter at 45 day intervals for subsequent activity recorded on such Claim providing there is more than \$500 of WIP on the file.

For any time and expense claim less than \$500 and over 120 days from the date such claim is assigned, Crawford will submit an interim time and expense billing to Client for activity recorded on such Claim. Until assignment is concluded, Crawford will submit interim time and expense billings thereafter for time and expense less than \$500 at 120 day intervals for subsequent activity recorded on such Claim.

Any such Claim so interim billed shall continue to be handled by Crawford after such interim billing(s) on a time and expense basis at most current hourly rate and expense method of billing in effect at the time of such interim billing(s).

B. Flat Rate Claims – Billing

Flat Rate handling period is from date of accident or loss. Flat rate per claimant service fees for newly reported assignments are initially billed at 45 days from the date of referral or at closure, whichever comes first. Flat rate files that remain open into a new one year handling period are billed at the beginning of that handling period.

Claim handling services beyond two years from date reported will be on a time & expense basis; and billed at 30 day intervals, until assignment closure. All flat rate claims interim billed for time and expense fees recorded will be continue to be handled by Crawford at the most current hourly rate and expense method of billing in effect at the time of interim billing(s).

Flat rates exclude allocated expenses such as outside investigation, appraisals, extensive subrogation, or other ancillary services and field activities. These items are considered allocated expenses and will be handled according to the current rates (Limited Assignment Menu of Services, applicable fee schedule or T&E if no menu or fee schedule applies) in place at the time services are provided. Allocated Expenses will be billed with the Flat Rate service fees.

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Interim Billing Policy, Technical Services

- All WIP files to be reviewed weekly and notated accordingly.
- WIP claim service fees exceed \$10,000; and no minimum aging period.
- WIP claim service fees exceed \$5,000 and unbilled aging period is more than 30 days.
- WIP claim service fees exceed \$1,500 and unbilled aging period is more than 60 days.
- Interim bill all WIP claims with an aging period more than 90 days; regardless of service fee total. Expectation is WIP claim will have posted services that exceed \$500. WIP claims with less than \$500 posted service fees and more than 90 days age require a manager notating file acknowledging their review.

Payment Terms and Conditions

Crawford and Company’s established payment terms require invoices to be paid upon receipt in U.S. dollars. Remittance address for all payments: Crawford & Company, P.O. Box 404579, Atlanta, GA 30384-4579.

We reserve the right to assess a service charge of 1.5% per month (18% per year) for all past due balances. In the event that the applicant's account is not paid according to terms and placed for collection; customer agrees to pay all collection agency fees, attorney fees and interest owed. Client agrees that non-payment of billed invoices according to payment terms constitutes a material breach, allowing Crawford the right to enforce termination of client specific agreements and active claim assignments.