



Storm Update

Thursday, October 12, 2017 – 12:00 p.m. EST

Crawford Catastrophe Induction Center Established in San Juan, Puerto Rico

In the three weeks since Hurricane Maria made landfall in Puerto Rico, dire conditions have encumbered the response and recovery effort. More than one third of Puerto Ricans are still without clean water, 90% are without power and cellular service is very erratic.¹ While the airports are operational, roads are still largely impassable, making food and water difficult to disburse.

Crawford & Company® Catastrophe ServicesSM is making headway, despite the obstacles. An induction center has been established in a hotel in San Juan, and adjusters are beginning to cycle on and off the island to handle the losses. The Crawford office in Puerto Rico is functional due to backup power, but availability is limited to the hours of 9 a.m. to 6 p.m.

“Unfortunately, the conditions are impeding a fast recovery,” said Crawford U.S. Property & Casualty CEO, Ken Tolson. “We have positioned our team to respond quickly when conditions improve and as claim volumes increase. We have local adjusters in the area, and we are preparing more from the U.S. and other parts of the globe.”

The losses are expected to be highly variable, from large and complex commercial losses to high volume residential losses.

“We are assisting in every way we can,” Tolson added. “Our Lookers® and drone operators in the area are capable of getting ahead of claims by surveying the size and scope of the losses in hard-to-reach areas.”

From field services, Lookers® and drone operators to Contractor Connection®, our managed repair network, Crawford is leveraging skills and experience across business units to address the needs of clients before, during and after these disasters. Global Chief Operating Officer Rohit Verma commented, “Our hearts go out to everyone affected by this particularly difficult season of natural disasters. While we are close to completing our work on Harvey, we continue to work through claims associated with Irma, Maria and Nate. ”

For assistance with Harvey, Irma, Maria or other catastrophic events, contact our 24-hour ClaimsAlert® call center at 1-877-346-0300.

¹ Status.pr Retrieved 10/11/17 from status.pr

Crawford ClaimsAlert

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