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FOR IMMEDIATE RELEASE

WeGoLook® Connects to the CCC ONE® Platform

On-demand workforce provides CCC customers with new options to rapidly facilitate claims

Oklahoma City, OK, March 6, 2018 –WeGoLook®, an on-demand workforce solutions provider and subsidiary of Crawford & Company®, announced today it is connected to the CCC ONE® platform (CCC ONE), a hyperscale cloud platform developed by CCC Information Services Inc. (CCC). Through the connection, CCC’s customers can electronically connect to WeGoLook’s on-demand field force of more than 40,000 Lookers to gather imagery and information in the field, in any U.S. location, in as little as one day. CCC is a leading Software as a Service provider to the automotive, insurance, and collision repair industries.

“We’re excited to bring our insurance expertise and workforce to support the claims process within the CCC network,” said Robin Smith, chief executive officer of WeGoLook. “Our team is well-trained, friendly, fast and available anywhere in the U.S., even in rural areas. We’re standing by to help insurers provide a high-level of service at a critical point in the claims process.”

For claims qualifying for the mobile channel, WeGoLook can step in when policyholders are unable or reluctant to complete self-service claims on their own. In these instances, policyholders are given instructions on how to capture and share photos via their smartphone, but when they request assistance or do not complete the process within an insurer-defined period, insurers can send WeGoLook an electronic notification through CCC ONE. Once the request is received, a nearby Looker is dispatched to take and upload photos to CCC ONE, making them immediately available for insurance appraisers to initiate the claims and repair processes. The CCC-powered mobile apps are part of CCC Smart™ Claims, a rapidly growing suite of intelligent claims management solutions.

In addition to leveraging WeGoLook to assist with self-service claims, CCC customers can also directly assign claims to WeGoLook through the CCC ONE platform. Once assigned, nearby Lookers are immediately dispatched to capture and upload photos and information onsite.

“While growing in prevalence, mobile transactions aren’t an everyday occurrence for some consumers,” said Naved Siddique, GVP, Insurance Services Group, CCC. “Our insurance customers tell us they want to capture and deliver on the efficiencies and experiences that mobile can provide, but want a solution that fits within their existing, electronic workflow. WeGoLook is a leader in on-demand field workforce services and can offer our network another way to embrace the full power and benefits of mobile.”

WeGoLook's work with CCC furthers the WeGoLook mission, and the mission of its parent company, Crawford & Company, to help restore and enhance lives, businesses, and communities and is part of a growing list of intelligent solutions that Crawford is creating in the marketplace. WeGoLook was the first acquisition by Crawford Innovative Ventures, LLC, an entity created by Crawford & Company in 2016 to invest in strategic acquisitions and partnerships. Crawford's footprint continues to grow through the introduction of innovative new solutions, such as the integration between WeGoLook and CCC, and as a result of customer loyalty throughout the company's 76-year history.

"By connecting WeGoLook with CCC ONE, we are providing yet another innovative option for insurers to deliver faster, more cost-effective services to their customers and to enhance and improve their customer experiences," said Harsha V. Agadi, president and CEO for Crawford & Company. "Ultimately, WeGoLook's on-demand services combined with CCC's innovative platform will benefit policyholders and help bring more rapid and efficient resolution to their claims."

WeGoLook's services are available now through the CCC ONE platform.

About WeGoLook

Founded in 2009, WeGoLook combines technology with an on-demand workforce of over 40,000 Lookers to help businesses and individuals gather and validate information anytime, anywhere. From simple inspections to enterprise solutions, WeGoLook's products build confidence in consumers and empower businesses to improve efficiencies while lowering costs. In 2017, Crawford & Company acquired a majority stake in WeGoLook. For more information, please visit wegolook.com.

About Crawford & Company®

Based in Atlanta, Crawford & Company® (NYSE: CRD-A and CRD-B) is the world's largest publicly listed independent provider of claims management solutions to insurance companies and self-insured entities with an expansive global network serving clients in more than 70 countries. The Company's two classes of stock are substantially identical, except with respect to voting rights and the Company's ability to pay greater cash dividends on the non-voting Class A Common Stock (CRD-A) than on the voting Class B Common Stock (CRD-B), subject to certain limitations. In addition, with respect to mergers or similar transactions, holders of CRD-A must receive the same type and amount of consideration as holders of CRD-B, unless different consideration is approved by the holders of 75% of CRD-A, voting as a class. More information is available at www.crawfordandcompany.com.

About CCC

CCC, together with its affiliates, combines strategic foresight, dynamic partnerships, and smart technology to power its customers forward. Founded in 1980, CCC is a leading provider of innovative cloud, mobile, telematics, hyperscale technologies and apps for the automotive, insurance, and collision repair industries. CCC's solutions and big data insights are delivered through the powerful CCC ONE™ platform, which connects a vast network of 350+ insurance companies, 24,000+ repair facilities, OEMs, hundreds of parts suppliers, and dozens of third-party data and service providers. In addition, CCC provides access to car-related services to millions of consumers via carwise.com, and Auto Injury Solutions Inc., a CCC company, provides customizable, end-to-end, casualty solutions to auto insurers for the handling of first and third-party claims. The collective set of CCC's smart, flexible, and intuitive solutions make connected car, vehicle, and accident data actionable, informing decision-making, enhancing productivity, and helping customers deliver faster and better experiences for end consumers. Learn more about CCC at cccis.com.

WeGoLook and Looker are registered trademarks of WeGoLook, LLC. CCC ONE is a registered trademark, and CCC Smart is a trademark, of CCC Information Services Inc.