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**Graham Company Presents Crum & Forster with  
*Excellence in Service & Partnership Award* for Third Consecutive Year**

**PHILADELPHIA, PA – February 25, 2021** – [Graham Company](#), one of the country’s largest insurance and employee benefits brokers, today announced Crum & Forster will be awarded its 19<sup>th</sup> annual *Excellence in Service & Partnership Award*. It is the third consecutive year in a row Crum & Forster has received this recognition for superior claims performance, which marks the first company ever to do so.

Effective claims management is central to Graham’s risk management approach. As part of this, Graham works with insurance carriers to provide best-in-class claims service to clients.

To assess the effectiveness of its partner carriers, Graham conducts a comprehensive performance evaluation of the carriers’ claims departments in order to provide a competitive measure of their overall capabilities. The carriers are then given a numerical grade for their overall performance, which is based on a 100 percent score. Crum & Forster received the highest score among all of the insurance carriers Graham works with.

“For the third year in a row, we are delighted to recognize Crum & Forster’s claims service work through this award. Our companies share similar values of unparalleled customer service and high standards of excellence, which I believe has enabled our partnership to be so successful through the years,” said Ken Ewell, President and Chief Operating Officer at Graham Company. “The level of service they provide to clients continues to exceed our expectations.”

The *Excellence in Service & Partnership Award* will be presented to the Crum & Forster claims team this year through a virtual celebration.

“We are honored to have received this award from Graham Company for three years running,” said Joseph Morris, SVP of Claims for Commercial Lines at Crum & Forster. “Providing outstanding customer service to ensure the claims process is as easy as possible for clients is at the heart of what we do. We are deeply appreciative of the collaborative partnership we have developed with the Graham team and look forward to continuing our work for many years to come.”

**About Graham Company**

Graham Company is one of the largest insurance and employee benefits brokers in the country, committed to enhancing employee safety and business viability through an action-oriented approach to risk management. In business for 60 years, Graham Company designs customized and effective property and casualty, surety and employee benefits programs for its clients to protect employees and prevent losses. With offices in Philadelphia, New York City and Washington, DC, Graham Company became 100 percent employee-owned through an employee stock ownership plan in 2017. Through its innovative insurance and safety training programs, Graham Company is redefining what it means to be an insurance broker. To learn more, visit [www.grahamco.com](http://www.grahamco.com).

**About Crum & Forster**

Since its inception in 1822, Crum & Forster has been a leading insurance provider in the United States, offering specialty and standard commercial lines insurance products through our admitted and surplus lines insurance companies nationwide. We provide a diversified

portfolio of products including multiline solutions for select industry groups and a breadth of specialty products. Our agile structure enables us to respond quickly to the changing needs of our clients while reinforcing our commitment to service excellence. Crum & Forster is a registered trademark of United States Fire Insurance Company. To learn more about Crum & Forster, visit [www.cfins.com](http://www.cfins.com).

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