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**The Graham Company Recognizes Crum & Forster with
Excellence in Service & Partnership Award for its Superior Claims Performance**



PHILADELPHIA, PA – March 19, 2014 – [The Graham Company](#), one of the Mid-Atlantic region’s largest insurance and employee benefits brokers, today presents its 11th annual *Excellence in Service & Partnership* award to Crum & Forster. The prestigious award is presented to Crum & Forster’s claims department in recognition of its overall claims performance in 2013.

Effective claims management is central to The Graham Company’s risk management approach, so it demands that its insurance carriers not only provide best-in-class claims service to clients, but also establish a collaborative partnership with The Graham Company. To assess the overall efficacy of its partner carriers, Graham conducts a comprehensive performance evaluation of the carriers’ claims departments, rating each in the following categories:

1. Claims Team
2. Technology
3. Customized Claims Servicing Standards
4. Client Meetings
5. Reserving Philosophy
6. Physician Panel Capabilities

The carriers are then given a numerical grade for their overall performance, which is based on a 100% score. Crum & Forster received the highest score among all of the insurance carriers with whom The Graham Company works.

[William A. Graham](#), Chairman and CEO of The Graham Company, said “Crum & Forster’s claims professionals’ approach to claims management, like our approach, goes beyond the standard process, to true claims advocacy – and our clients are better positioned because of it. From providing both a designated coordinator and a designated adjuster to exclusively handle our clients’ claims to their consistent, timely and aggressive claims handling, Crum & Forster shares our passion for protecting the long-term interests and well-being of our clients.”

The *Excellence in Service & Partnership* award was presented today at The Graham Company’s corporate headquarters in Philadelphia, where executives from Crum & Forster were in attendance. Stephen Eisenmann,

SVP of Claims for Crum & Forster, graciously accepted the award and said “We are honored by this recognition and extend our thanks to everyone at The Graham Company and Crum & Forster for effectively executing a shared culture of service excellence.”

About The Graham Company

The Graham Company is an insurance brokerage and consulting firm committed to enhancing employee safety and business viability through an action oriented approach to risk management. In business for over 50 years, The Graham Company focuses on customizing property and casualty, surety, and employee benefits programs for its clients. With its uniquely proactive approach to managing risk, The Graham Company is redefining what it means to be a broker because it believes Actions Matter. To learn more about The Graham Company, visit www.grahamco.com

About Crum & Forster

Crum & Forster is a registered trademark of United States Fire Insurance Company. Crum & Forster provides specialty and standard commercial lines insurance products through its admitted and surplus lines insurance companies. Operating out of their corporate offices in Morristown, New Jersey, and 33 offices, they distribute their products through approximately 1,500 authorized retail and wholesale brokers across the United States.

For more information please visit our website www.cfins.com.

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