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**The Graham Company Honors Crum & Forster with  
*Excellence in Service & Partnership Award* for Outstanding Claims Performance**



Members of the Crum & Forster claims team accept the *Excellence in Service & Partnership Award* from The Graham Company at its headquarters in Philadelphia on February 27.

**PHILADELPHIA, PA – February 28, 2017** – [The Graham Company](#), one of the Mid-Atlantic region's largest insurance and employee benefits brokers, today presented its 15<sup>th</sup> annual *Excellence in Service & Partnership Award* to Crum & Forster. The prestigious award was bestowed to Crum & Forster in recognition of its superior overall claims performance in 2016.

Effective claims management is central to The Graham Company's risk management approach, so it demands its insurance carriers not only provide best-in-class claims service to clients, but to also establish a collaborative partnership with The Graham Company. To assess the overall efficacy of its partner carriers, The Graham Company 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 percent score. Crum & Forster received the highest score among all of the insurance carriers with whom The Graham Company works.

“At The Graham Company, we have built our reputation by providing clients with 24/7 strategic counsel for their most complex risks. When it comes to claims management, the Crum & Forster team is an integral partner, sharing our commitment to working around the clock as true advocates for clients,” said [Ken Ewell](#), President and Chief Operating Officer of The Graham Company. “Working in collaboration with the exceptional professionals at Crum & Forster, Graham is able to offer the highest level of service and – just as importantly – peace of mind to our valued clients.”

The *Excellence in Service & Partnership Award* was presented on February 27 at The Graham Company’s corporate headquarters in Philadelphia, where executives from the Crum & Forster claims team were in attendance.

“Our integrated approach to service allows our team to tightly manage claims quickly and with ease,” said Marc Adee, Chief Executive Officer of Crum & Forster. “Because of our shared emphasis on the client, we’ve developed an extremely strong relationship with The Graham Company over the 40 years that we have worked together. The Excellence in Service & Partnership Award is a true testament to the hard work and dedication of Crum & Forster employees. We won this award in 2013, and couldn’t be prouder to again accept this special honor.”

#### **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](http://www.grahamco.com).

#### **About Crum & Forster**

With a proud history going back to 1822, Crum & Forster provides specialty and standard commercial lines insurance products through our admitted and surplus lines insurance companies. We provide a diversified portfolio of products including multiline solutions for select industry groups and a broad breath 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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