



Media Contacts:

Chelsey Gross
Graham Company
215.701.5295
cgross@grahamco.com

Jorge Echemendia
Crum & Forster
973.490.6519
Jorge.Echemendia@cfins.com

**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 Graham Company at its headquarters in Philadelphia on March 5.

PHILADELPHIA, PA – March 7, 2019 – [Graham Company](#), one of the Mid-Atlantic region’s largest insurance and employee benefits brokers, today presented its 15th 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 2018.

Effective claims management is central to 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 Graham Company. To assess the effectiveness of its partner carriers, Graham Company 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 with whom Graham Company works.

“One of our great strengths is having partners that share our passion for professional excellence. That’s why it’s so rewarding to work with the Crum & Forster team, a company that has received our Excellence in Service & Partnership Award more than once,” said Ken Ewell, President and Chief Operating Officer at Graham Company. “Year in and year out, they set a high bar for service and industry acumen.”

The *Excellence in Service & Partnership Award* was presented on March 5, 2019 at Graham Company's corporate headquarters in Philadelphia, where executives from the Crum & Forster claims team were in attendance.

Joseph Morris, SVP of Claims for Commercial Lines, graciously accepted the award on behalf of Crum & Forster. "We have had the honor of achieving the *Excellence in Service & Partnership Award* in three of the last six years and greatly appreciate this recognition from Graham Company," said Joseph Morris. "Our integrated service approach is deeply embedded in our claims culture and we are delighted to see how it resonates with both organizations. The partnership and collaboration we share delivers the right mix of talent, behavior and professionalism for exceptional customer service."

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 more than 50 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, D.C., 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.

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 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.

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