

## International Operations Interim Bill Policy (Work-in-Process (“WIP”)/Unbilled Inventory)

Crawford will submit a service fee invoice to Client when Claim(s) are concluded. If any such Claim is not concluded within the timelines noted below, Crawford will submit an interim bill(s) to Client for activity recorded on such Claim until the assignment is concluded. Any written client specific billing arrangement will take precedence over these policies.

**Interim Bill clauses to be included in the “Claim Service Agreement”, “Limited Assignment Menu of Services” and “National Pricing Agreements.”**

### Protocol for Acknowledging Receipt of New Claim Assignments

Client will receive an Acknowledgement Letter confirming receipt of new claim assignment. This correspondence will acknowledge claim received, Crawford Interim and Final Bill Guidelines, and Payment Terms in cases where a master client contract or agreement does not exist.

### Interim Billing Policy, Excluding Global Technical Services

#### **A. Time and Expense Claims – Billing**

If any such time and expense Claim is not concluded within 45 days from the date such Claim is received, and there is more than \$300 of WIP on the file, Crawford will submit an interim time and expense billing to Client for activity recorded on such Claim. Until assignment is concluded, Crawford will submit interim time and expense billing thereafter at 30 day intervals for subsequent activity recorded on such Claim providing there is more than \$300 of WIP on the file. Any such Claim so interim billed shall continue to be handled by Crawford after such interim billing(s) on a time and expense basis at the most current hourly rate and expense method of billing in effect at the time of such interim billing(s).

#### **B. Flat Rate Claims – Billing**

Flat Rate handling period is from date of accident or loss. Flat rate per claimant service fees for newly reported assignments are initially billed at 45 days from the date of receipt or at closure, whichever comes first.

If applicable, flat rate files that convert to an additional flat rate due to reaching certain aging milestones (e.g., over one year old) will be billed at the beginning of the handling period. If such flat rate files convert to time and expense handling, the files should be billed at 30 day intervals until closure.

All flat rate claims interim billed for time and expense fees recorded will be continue to be handled by Crawford at the most current hourly rate and expense method of billing in effect at the time of interim billing(s).



Flat rates exclude allocated expenses such as outside investigative, appraisals, extensive subrogation, or other ancillary services and field activities. These items are considered allocated expenses and will be handled according to the current rates (Limited Assignment Menu of Services, applicable fee schedule or time & expense if no menu or fee schedule applies) in place at the time services are provided. Allocated Expenses will be billed with the Flat Rate service fees.

### **Interim Billing Policy, Global Technical Services**

- WIP claim service fees exceed \$1,000 and unbilled aging period is more than 60 days.
- Interim bill all WIP claims with an aging period more than 90 days; regardless of service fee total. Expectation is WIP claim will have posted services that exceed \$500. WIP claims with less than \$500 posted service fees and more than 90 days age require a manager notating file acknowledging their review.
- In certain limited circumstances, reinsurance agreements may limit our ability to interim bill under this policy. In these cases, any exceptions to this policy must be approved by the Regional Managing Director.

### **Payment Terms and Conditions**

Crawford and Company's established payment terms require invoices to be paid upon receipt in (local currency).

We reserve the right to assess interest for late payment for all past due balances as allowed by local laws. In the event that the applicant's account is not paid according to terms and placed for collection; customer agrees to pay all collection agency fees, attorney fees and interest owed.