



## Remembering Virginia Crawford

We hope you're enjoying the weekly Crawford history accounts that we've been sharing as we countdown to our Company's 75<sup>th</sup> anniversary. After reading last week's history segment, we received a very interesting call from a long-time Crawford employee. **Dorothy Sparrow**, a general adjuster in Yorktown, VA, shared a story of having been the first U.S. recipient of the **Virginia Crawford Distinguished Service Award**, presented to Crawford employees in honor of Founder **Jim Crawford's** wife, Virginia. Dorothy, who has

been a valued Crawford employee now for almost 42 years, recalled her pride and excitement in accepting the award in 2002 presented by then-President **Grover Davis** at a reception held at Crawford's World Headquarters in Atlanta. When asked what advice she would offer to fellow employees today, Dorothy said, "No matter the circumstances, always maintain one's diplomacy, honesty, integrity and professionalism when dealing with claimants," adding, "Always treat them with patience, kindness and respect." While we often reflect on the attributes of Jim Crawford, no doubt his wife Virginia also embodied admirable traits earning her this measure of lasting appreciation.



*Pictured at the 2002 award reception, from left: then-Crawford President **Grover Davis**; **Dorothy Sparrow**; Susanne Martin, HR coordinator with Crawford Adjusters Canada (Canadian award recipient); and **Bill Beach**, retired Crawford Educational Services vice president*