



**FOR IMMEDIATE RELEASE:**

**CRU Claims Services Appoints New Program Director**

**Toronto, Ontario Canada September 18, 2018**

Jeff Hughes, Senior Vice President of CRU GROUP and head of CRU Claim Services today announced that Christine McMillan has joined the company as Program Director. "Christine is a recognized Client Account and Program Leader who believes in a client-centric approach to the delivery of integrated services," said Mr. Hughes, "Insurers are seeing erosion in the commitment of major adjusting firms to the provision of dedicated teams focused on developing a core competence essential for effective Program Claims Management. They are looking for alternatives that still believe in that model."

Christine McMillan is an All-Lines Adjuster, licensed across Canada and a recognized Auto AB and Liability Expert. She has many years' experience as an Insurer Representative, Risk Manager and as an Adjuster with both insurer and independent experience. Her most recent role included more than 10 years with another Canadian Market Leading Company in the claims adjusting sector. She is highly regarded by long-term clients and brings a strong history of building and leading high-performance and loyal teams.

"The CRU Vision is to act as true partners with our clients, and we plan on managing programs and keeping our promises of client-specific, dedicated teams delivering services 'as the client requires'." said Ms. McMillan, "It is a winning strategy and I am looking forward to helping the CRU GROUP team deliver on that vision."

**CRU GROUP**

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## **About CRU GROUP**

Founded in 2004, CRU Group provides staffing solutions and claims management services for the Property & Casualty industry across North America. CRU Adjusting Group currently operates four main units: Catastrophe Response Unit Inc. Canada, Catastrophe Response Unit USA Inc., market-leading specialty claims adjusting firm Maltman International and The Academy of Insurance Adjusting (AIA). The Group's Head Office is in Toronto, Canada.

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