



## *Press Release*

**FOR IMMEDIATE RELEASE**

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### **Crawford Launches Contractor Connection<sup>SM</sup> in Canada**

**TORONTO (Feb. 3, 2010)** — Crawford Contractor Connection, which provides insurers with an efficient, high-quality managed repair vendor network for residential and commercial property claims programs, is now available to the Canadian insurance marketplace, Crawford & Company (Canada) Inc. announced today.

“Excellence in our customer service delivery is Crawford’s top priority,” said John Sharoun, chief executive officer, Crawford & Company (Canada). “Contractor Connection will provide our clients with access to strictly credentialed contractors, detailed performance reports and policyholder satisfaction monitoring. We are very pleased to be bringing this service to Canada.”

A Crawford & Company service for more than 10 years in the United States, Contractor Connection ([www.contractorconnection.com](http://www.contractorconnection.com)) offers a complete and seamless solution for property damage – from claim response to finished repairs.

“Contractor recruitment, estimate reviews, assignment monitoring, reinspections, issue resolution and contract administration are all handled by Contractor Connection to increase efficiency and reduce customer indemnity costs,” explained Pat Van Bakel, senior vice president, Claims Operations, Crawford & Company (Canada).

To learn more about Contractor Connection, please visit [www.contractorconnection.com](http://www.contractorconnection.com) or contact us at [ContractorConnection@crawco.ca](mailto:ContractorConnection@crawco.ca).

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**About Crawford**

Crawford & Company (Canada) Inc. is a wholly owned subsidiary of Crawford & Company (www.crawfordandcompany.com). Based in Atlanta, Ga., Crawford & Company is the world's largest independent provider of claims management solutions to the risk management and insurance industry as well as self-insured entities, with a global network of more than 700 locations in 63 countries. The Crawford System of Claims Solutions<sup>SM</sup> offers comprehensive, integrated claims services, business process outsourcing and consulting services for major product lines including property and casualty claims management, workers' compensation claims and medical management, and legal settlement administration. The Company's shares are traded on the NYSE under the symbols CRDA and CRDB.