



FOR IMMEDIATE RELEASE



**Crawford & Company Announces Contractor ConnectionSM Launch for
Germania Insurance Company**

ATLANTA (November 30, 2012) — Crawford & Company (NYSE: CRDA; CRDB), the world's largest independent provider of claims management solutions, is pleased to announce the launch of Crawford's Contractor Connection for the Germania Insurance Company. Contractor Connection provides insurers with an efficient, high-quality managed repair vendor network for residential and commercial property claims programs, and has more than 4,000 members operating in the United States and Canada.

Contractor Connection provides the insurer market with superior quality and service through a highly credentialed network of customer-focused contractors delivering solutions that enhance the customer experience.

“Germania is excited to offer the Contractor Connection-managed repair service to our membership. Our partnership with Contractor Connection will help to bridge the gap between the contractor, policyholder and Germania by providing additional oversight, accuracy and added efficiencies to the handling of our property claims,” said David H. Moran, director of field claim operations, Germania Insurance. “We see it as an important step in providing an end-to-end solution for our membership; enhancing the customer experience and speeding the process of getting our members back on their feet in their time of greatest need.”

“We look forward to a long and successful partnership with Germania. They were very decisive in moving forward with the Contractor Connection solution; we were able to quickly implement a program and are now ready to assist them in servicing their policyholders for home repairs” said Larry C. Thomas, president of Crawford Contractor Connection.

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Headquartered in Brenham, Texas, Germania Insurance offers a full range of insurance services—automobile, property, liability, and life insurance, plus the financial services of Germania Credit Union, a member-owned credit union.

About Contractor Connection

Contractor Connection offers a network of more than 4,000 contractors in the United States and Canada. Initially providing services to insurers and their claimants, the network launched a consumer program in 2010. Property owners interested in home improvement projects can access Contractor Connection's credentialed network to provide bids for their work.

About Crawford

Based in Atlanta, Ga., Crawford & Company (www.crawfordandcompany.com) 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 an expansive global network serving clients in more than 70 countries. The Crawford System of Claims SolutionsSM 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.



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