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**15th Annual Crawford Contractor Connection® Conference &
Expo Attracts almost 2,800**

Networking and educational event for managed repair network sets new attendance record

ATLANTA (June 14, 2013) — Approximately 2,800 contractors, insurance carrier representatives and service provider partners attended the recent Crawford Contractor Connection® Conference, setting another attendance record for the popular invitation-only event. During the three days of the conference, industry trends, technology, benchmarking, expectations, goal setting, client presentations, top performance recognition, education and networking were all explored by attendees from the U.S. and Canada.

The 15th annual conference—the largest expo in the restoration industry—offered insurance carriers, affinity partners, network members and Contractor Connection personnel an opportunity to focus on contractor program service offerings and the needs and challenges of both providers and clients. This year’s event, whose theme “The Next 15” was designed to allow all Contractor Connection stakeholders to celebrate past successes while focusing on challenges and opportunities of the next 15 years, was held May 21-23 at the Henry B. Gonzalez Convention Center in San Antonio, Texas. Attendance records were set at general sessions Thursday and Friday.

“This year we celebrate the 15-year anniversary of the Contractor Connection Conference and Expo. Over the years Contractor Connection has strived to continually lead the way in innovation, strategic solutions, business opportunities and peer-to-peer networking, while our annual conference has evolved into a premier industry event,” said Larry Thomas, chief executive officer of Contractor Connection. “This year’s conference was not only a celebration of what has been, but what is still ahead; growth, higher standards, enhanced client partnerships, increased networking and raised value.”

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Mark McGinnis, former U.S. Navy SEAL and member of Afterburner Black Ops, and Cam Marston of the firm Generational Insights, offered first-ever dual keynote presentations. McGinnis' presentation was entitled "Serious Times Require a Serious Business Process" while Marston—an author, columnist, blogger, and lecturer— presented on multi-generational relations.

Kevin Frawley, chief executive officer of Crawford's Property & Casualty - Americas region, and Thomas provided Crawford and Contractor Connection operational updates. Three panel discussions with various members of the insurance, restoration, and consumer industries provided the General Session audience educational insights on customer expectations as well as what lies ahead in the respective industries. Special client sessions, in which a number of leading national insurance carriers that partner with Contractor Connection discussed their expectations for contractor managed repair services, were included in the general program.

The conference also featured the third annual general session for Canadian participants. Additionally, Contractor Connection recognized its top-performing network contractors with its "Excellence in Achievement Award" and "Remodeler of the Year" awards during the event.

Next year's conference will be held June 9 -13; 2014, in New Orleans at the Ernest N. Morial Convention Center and the Hilton New Orleans Riverside.

About Contractor Connection

Contractor Connection offers a network of more than 4,500 contractors in the United States and Canada. After initially providing services to insurers and their policyholders, 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.

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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 Solutions® 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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