

**FOR IMMEDIATE RELEASE**



**Lance Malcolm Joins Leadership Team of Crawford Contractor Connection®**

**ATLANTA (September 20, 2013)** — Crawford & Company has appointed Lance Malcolm to the newly created position of vice president, operations, Contractor Connection<sup>SM</sup>.

In his role, Malcolm will be responsible for directing the daily operations of Contractor Connection's functions and departments, including customer service, contractor management, performance measurement and quality control, as well as focusing on strategic planning and goal setting. Based in the Company's Jacksonville office, he will report to Larry C. Thomas, chief executive officer, Contractor Connection.

"We are very pleased to have Lance join our team and provide his leadership to help continue the Contractor Connection journey of success and growth in the insurance and consumer industries," said Thomas. "He has excelled in numerous leadership positions with high-profile companies, and I'm confident that he will make a strong contribution to our organization."

Malcolm brings with him to Crawford an extensive property insurance claims background with expertise in commercial and personal lines as well as catastrophe. Since 2010, he has served as vice president of claims operations for Citizens Property Insurance Corporation in Jacksonville, where he was responsible for developing and leading an experienced team focused on building a strategically scalable claims infrastructure. Malcolm joined Citizens as director of claims operations in 2008, where he led personal and commercial lines claims operations as well as the development of organizational structure, key performance indicators and claims processes.

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Earlier in his career, Malcolm held multiple leadership roles over 19 years at Nationwide Insurance, culminating in the position of field claims director in Richardson, Texas. He previously served on the Board of Directors for the Clay County Chamber of Commerce in Florida as well as serving as the chairman of the Chamber's Business Development Advisory Council. Malcolm holds a Bachelor of Business Administration degree in Economics from Valdosta State University.

### **About Contractor Connection**

Contractor Connection, an industry-leader in contractor managed repair services, provides insurance carriers and consumers a national network of residential and commercial contractors that are vetted and performance managed, measuring quality, time in process and customer satisfaction.

### **About Crawford**

Based in Atlanta, Ga., Crawford & Company ([www.crawfordandcompany.com](http://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<sup>®</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.

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