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Contractor ConnectionSM CEO Larry Thomas Speaks at J.D. Power Insurance Claims Edge Event
Serves on panel with industry executives to discuss enhancing the customer experience.

JACKSONVILLE, Fla. (November 24, 2014) – Contractor ConnectionSM Chief Executive Officer Larry Thomas took part in a panel discussion on the topic of creating a world-class insurance carrier customer experience that positively promotes retention and advocacy on October 29, at the J.D. Power Insurance Claims Edge event in Chicago. Contractor Connection is the largest independent managed repair program in the industry with 4,800 contractors in the United States and Canada, and it partners with four of the top five insurance carriers in the U.S.

Thomas joined industry executives from SCA Appraisal Company, BELFOR and Safeline on a panel moderated by the chief claims officer of California Casualty, provided insight into proven methods for positively impacting customer retention and advocacy. Approximately 100 property and casualty insurance executives, representing major and regional insurance companies from the United States, Canada, and Japan attended the event, which included a number of discussion topics led by executives from JD Power, industry thought leaders and subject matter experts.

Under Thomas' leadership since 1999, Contractor Connection has become recognized as an industry leader in managed repair services, which have shown significant impact in reducing cycle times, improving project estimate accuracy and increasing customer satisfaction with contractor services. Contractor Connection was named as the #1 service provider for emergency services in 2013, according to a leading national customer satisfaction study.

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About J.D. Power

J.D. Power is a global marketing information services company providing performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. Headquartered in Westlake Village, Calif., J.D. Power has offices in North/South America, Europe and Asia Pacific. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit ratings.jdpower.com. J.D. Power is a business unit of McGraw Hill Financial.

About McGraw Hill Financial

McGraw Hill Financial (NYSE: MHFI) is a leading financial intelligence company providing the global capital and commodity markets with independent benchmarks, credit ratings, portfolio and enterprise risk solutions, and analytics. The Company's iconic brands include: Standard & Poor's Ratings Services, S&P Capital IQ, S&P Dow Jones Indices, Platts, CRISIL, J.D. Power, and McGraw Hill Construction. The Company has approximately 17,000 employees in 27 countries. Additional information is available at www.mhfi.com.

About Contractor ConnectionSM

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

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 SolutionSM 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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