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**Crawford Contractor Connection<sup>®</sup> Conference Attracts 2,900+ Attendees**

*Networking and educational event for North America's largest managed repair network  
continues to grow and set new attendance records*

**ATLANTA (July 1, 2014)** — More than 2,900 contractors, insurance carrier representatives and service provider partners attended the recent Crawford Contractor Connection<sup>®</sup> Conference & Expo, setting another attendance record for the popular invitation-only event. During the three days of the conference, industry trends, technology, catastrophe response and more were explored by attendees from the U.S. and Canada.

The 16th annual conference—the largest expo in the restoration industry—offered insurance carriers, affinity partners, network members and Contractor Connection<sup>SM</sup> personnel an opportunity to focus on contractor program service offerings and the needs and challenges of both providers and clients. This year's theme, "RISE UP – Plan, Perform, Prosper" was designed to encourage all Contractor Connection network partners to rise to the occasion when they are needed most. The event was held June 10-12 in New Orleans at the Ernest N. Morial Convention Center and the Hilton New Orleans Riverside.

"Every year, our conference gets bigger and better," said Larry Thomas, chief executive officer of Contractor Connection, "and this year was no exception. Our message was very powerful and one that we hope continues to have a major impact in the daily activities of our network partners."

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In keeping with the conference's theme, Contractor Connection showed its commitment to rebuilding communities by hosting a silent auction to benefit the New Orleans Area Habitat for Humanity (NOAHH). The silent auction raised more than \$15,000.

"We are very appreciative of New Orleans for their gracious hospitality," Thomas said. "It was an absolute pleasure to have a positive impact on the local community while enjoying our most successful conference ever."

Lt. Gen. Russel L. Honoré (Ret.), Commander of Joint Task Force Katrina and global preparedness authority, was the keynote speaker of the opening general session. His presentation, titled "Be Prepared," recalled his leadership at the helm of the Hurricane Katrina recovery efforts and the importance of contractors being prepared to assist property owners in their most critical time of need.

Business growth expert Steven S. Little highlighted the final day of the conference as the closing general session keynote speaker. His presentation emphasized the importance of knowing when to move forward with tough decisions and keeping a positive attitude through adversity.

Jeffrey T. Bowman, president and CEO of Crawford & Company, welcomed conference attendees at the opening general session with a presentation on Crawford's storied past and future growth. Following Honoré's presentation, Thomas updated the audience on Contractor Connection's 2013 success and future roadmap. Kevin Frawley, chief executive officer of Crawford's Property & Casualty - Americas region, welcomed attendees with an update on Crawford's Americas expansion opportunities and the importance of Contractor Connection in those plans.

General session attendees also heard from various members of the consumer home improvement and insurance industries, who provided educational insights on customer expectations and what lies ahead in their respective industries.

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The conference also featured the fourth annual general session for Canadian participants. Additionally, Contractor Connection recognized its top-performing network contractors with awards during the opening general session.

Next year's conference will be held June 15-19 in Orlando at the Gaylord Palms Resort & Convention Center.

### **About Contractor Connection**

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](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 Solution<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.



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