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**Insurance and Restoration Professionals Convene at  
Crawford Contractor Connection<sup>SM</sup> Conference**

**ATLANTA (July 24, 2009)** – More than 1,500 contractors, insurance carrier representatives and service provider partners came together for education and networking at the Crawford Contractor Connection<sup>SM</sup> annual conference held recently at Caesars Palace in Las Vegas.

The Crawford Contractor Connection Conference is an invitation-only event for participants in Crawford & Company's (NYSE: CRDA; CRDB) extensive contractor network, offering clients, network members and Crawford personnel an opportunity to focus on contractor program management. This year's event featured educational seminars on key restoration issues, technology, water mitigation IICRC standards, green construction, insurance, business challenges for restoration professionals and estimating tools for contractors.

"The purpose of this conference is to benefit both our insurance carrier clients and our contractor network and based on the feedback we received from attendees, this event is providing great value to all who participate," said Larry Thomas, senior vice president of Crawford Contractor Connection.

During the conference general session, motivational speaker Brian Holloway, a former All-Pro offensive tackle with the New England Patriots, delivered the keynote speech. His remarks focused on team work and game plan execution and helped underline the conference theme, "The Strength of Working Together."

In addition, Kevin Frawley, chief executive officer of Property & Casualty for Crawford's Americas region, provided a company overview, and Thomas offered a Contractor Connection program update. They were joined by a panel of leading insurance carriers that provided insight to the audience on expectations and needs in

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servicing policyholders. A contractor panel and educational speakers further contributed to the general session.

In addition to the general session attendance, which set a record for the conference, more than 1,000 attended a welcome reception that included 70-plus exhibitors. Many others joined networking events and educational sessions held on the remaining days of the four-day conference.

Crawford recognized its top-performing network contractors for each district with its Contractor Excellence Awards. The awards are based on overall performance and customer satisfaction results for the year.

### **About Crawford**

Based in Atlanta, Georgia, Crawford & Company ([www.crawfordandcompany.com](http://www.crawfordandcompany.com)) is the world's largest independent provider of claims management and related solutions to the risk management and insurance industry as well as self-insured entities, with a global network of more than 700 locations in 63 countries. Major service lines include property and casualty claims management; warranty inspections; integrated claims and medical management for workers' compensation; legal settlement administration, including class action and bankruptcy claims administration; and risk management information services. The Company's shares are traded on the NYSE under the symbols CRDA and CRDB.

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