



FOR IMMEDIATE RELEASE



**Crawford Contractor ConnectionSM Repair Services
Now Available Directly to Consumers**

ATLANTA (Sept. 1, 2010) — Crawford Contractor ConnectionSM, the industry’s largest independently managed contractor repair network, is now available to property owners seeking contractors for remodeling and renovation projects.

The Consumer Services Network offers the following services to property owners: general contracting; board ups; water mitigation; roofing, siding and gutter work; remodeling; flooring; tree removal; special needs modification; and general home maintenance. Services are available whether repairs are related to an insurance claim or just part of a remodeling or maintenance project.

Contractor ConnectionSM is part of Crawford & Company (NYSE: CRDA; CRDB), the world’s largest independent provider of claims management solutions. The managed repair network has provided services to the insurance industry for residential and commercial property losses since 1996. Crawford decided to expand the offering direct to consumers due to popular demand for the service.

Using a managed repair network offers several significant advantages to property owners. First, Contractor Connection’s service providers are screened by Crawford, which can speed the repair process by reducing the time it takes to find a reputable contractor and eliminating the need to get multiple bids.

“We provide one of the most stringent contractor screening processes in the industry. This process ensures that only the most qualified and financially stable companies in the restoration industry are participating in our network,” says Larry Thomas, senior vice president of Contractor Connection. “Finding a properly licensed and professional service provider is not an easy process, and we reduce that burden for the consumer.”

Another benefit provided by Contractor Connection is access to a network of contractors property owners know they can trust. “Our customer service team ensures that the providers in our network are making timely contact with homeowners and returning estimates as quickly as possible,” Thomas says. “We perform customer

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satisfaction surveys to ensure that assigned contractors are maintaining the high quality standards we expect of them.”

To learn more about Contractor Connection, visit www.contractorconnection.com and click on the button for the consumer services website. Property owners may request a contractor via the site.

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 a global network of more than 700 locations in 63 countries. The Crawford System of Claims SolutionsSM 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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