



**FOR IMMEDIATE RELEASE**



## **Crawford Contractor Connection<sup>SM</sup> Hosts First Top Performer Symposium**

**ATLANTA (Nov. 29, 2011)** – Crawford Contractor Connection recently hosted its first Top Performer Symposium to recognize and gather input from the network’s 100 most successful participants.

The two-day event, held at the Omni Hotels & Resorts on Amelia Island, Fla., featured a general session and contractor round table discussions designed to share Contractor Connection’s strategy for its managed repair network and provide contractor network members an opportunity to offer feedback. Crawford speakers at the general session included Kevin B. Frawley, chief executive officer, Property & Casualty – Americas, and Philip G. Porter, senior vice president of U.S. Property & Casualty.

A day of networking included golf, a cocktail reception and a celebration dinner featuring keynote remarks from retired Army Lt. Gen. Russel Honoré, who addressed the importance of leadership and preparedness. Honoré, who is a member of Crawford & Company’s board of directors, is renowned for his command of the joint task force responsible for coordinating military relief efforts after Hurricane Katrina. He is a frequent guest lecturer and presenter and is the author of *Survival: How a Culture of Preparedness Can Save You and Your Family from Disasters*.

“This symposium offered us a great opportunity to gather with our top performers and thank them for their contributions and efforts,” said Larry C. Thomas, president of Contractor Connection. “More importantly, it allowed us to hear their thoughts and perspective on the industry as we focus on enhancing our services and growing our business.”

Invitations to the event were extended to the top 100 performing members, based on service quality and customer satisfaction, in Contractor Connection’s network of 4,000. Contractors must maintain a specific quality score to remain in the Crawford network, and it is a significant achievement to reach top performer status.

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Contractor Connection provides insurers and consumers with an efficient, high-quality managed repair vendor network for residential and commercial property claims programs. Contractor Connection has 4,000 members operating in the United States and Canada.

### 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>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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