



FOR IMMEDIATE RELEASE



Contractor Connection's Larry Thomas Speaks at J.D. Power and Associates Insurance Claims Edge 2 Event

ATLANTA (Dec. 13, 2011) – Larry C. Thomas, president of Crawford Contractor ConnectionSM, recently spoke about increasing customer satisfaction in contractor programs at the J.D. Power and Associates Insurance Claims Edge 2 event in Chicago, Ill.

About 100 property and casualty insurance executives, representing major and regional insurance companies from around the United States, attended the event, which included a number of discussion topics led by industry thought leaders and subject matter experts.

“Contractor Connection is focused on providing a positive experience to insurance carriers and their clients, ultimately to help insurers improve policyholder retention,” Thomas said. “I was honored to share our knowledge and expertise about key elements of a successful contractor program with this important audience.”

Contractor Connection provides insurers and consumers with an efficient, high-quality managed repair vendor network for residential and commercial property claims programs. The business uses a number of criteria to evaluate its network participants, and contractors must maintain a specific quality score to remain in the program.

J.D. Power and Associates is a global marketing information services company operating in key business sectors across a variety of industries, providing customer satisfaction research, market research, social media research, and performance improvement programs. The company's quality and satisfaction measurements are based on responses from millions of consumers annually.

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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 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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For more information, please contact:

Stephanie Zercher

PR director

404.300.1908 (office)

954.401.0230 (cell)

stephanie_zercher@us.crawco.com