



## Press Release

ATLANTA, Sept. 18 /PRNewswire/ -- Crawford & Company (NYSE: CRDA CRDB) announced today that it has formed a strategic alliance with Xactware, Inc. By using Xactware's suite of software products, this new partnership will revolutionize the way Crawford and the industry handles property claims assignments from insurance companies.

"This alliance is very important to us on a strategic level," said Grover L. Davis, Crawford president and CEO. "Xactware's technology will allow Crawford to provide unmatched service for commercial and residential property claims."

With one fully integrated system powered by Xactware products, Crawford will receive property assignments online from insurance carriers, and adjusters will be able to download assignments and send finished work products to clients electronically. The system will also allow electronic routing of property claims to Crawford's property repair service, and claims will be electronically flagged for reinspections and quality assurance.

"Xactware's suite of products gives Crawford the first complete electronic property solution for our clients. The partnership will also have a tremendous positive impact on Crawford's internal operations, allowing us to handle property claims more efficiently and effectively, with greater consistency and improved quality assurance," said Howard Rogers, Crawford's executive vice president, Business Solutions Group. "The end result will be better outcomes for our clients."

Xactware, Inc. specializes in serving the needs of a broad customer base, from large insurance carriers and property adjuster organizations to cleaning specialists, restoration contractors, and remodelers. The company's integrated tools include everything from software programs for PCs and handheld devices to powerful online systems that provide trend tracking in real time using the latest Internet technology.

"Partnering with the largest independent adjuster in the industry introduces a much broader set of choices to our customers," said Xactware President and CEO James B. Loveland. "Crawford brings a proven, real-world ability to get the job done. And they have the trained experts that are critical to any program where field-level monitoring of quality control is needed to support electronic tools."

As a result of this partnership, Crawford has announced its launch of the new Contractor Connection(SM), a property repair network of more than 1,700 contractors providing property repair and restoration for Crawford's clients and their policyholders. Contractor Connection will become the brand name for all of Crawford's property repair services, which have also operated under the names repairNet(r) and The PRISM Network.

Crawford & Company is the world's largest independent provider of diversified services to insurance companies, self-insured corporations, and governmental entities. A few of the many services provided are claims management, loss adjustment, healthcare management, risk management services, class action administration, and risk information services.

Crawford & Company is an Atlanta based corporation with approximately 10,000 employees worldwide and over 700 offices in 65 countries. The Corporation's shares are publicly traded on the New York Stock Exchange under the symbols CRDA and CRDB. Its Web address is [crawfordandcompany.com](http://crawfordandcompany.com) .