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FOR IMMEDIATE RELEASE

Crawford Contractor Connection® Hosts 20th Annual Conference

INDIANAPOLIS (June 28, 2018) – The 2018 Crawford Contractor Connection® Conference & Expo was held June 6-8 at the Indiana Convention Center in Indianapolis, Indiana, with over 3,000 attendees from across North America attending. Contractor Connection network contractors, insurance carrier representatives and service provider partners gathered together for the 20th annual event, sharing key insights into industry trends, technology, performance, and business strategy.

The theme of this year's Conference, "Performance Driven," represented the core values of the Contractor Connection network, as network members seek to elevate their performance and provide the highest quality repairs with exceptional customer experiences.

Harsha V. Agadi, president and CEO of Crawford & Company®, provided the opening address, highlighting what it means to restore and enhance lives, businesses and communities on a daily basis. Executive management from Contractor Connection and several top insurance carriers provided the "Voice of the Customer," sharing their individual insights on the impact of technology and customer expectations and how the Contractor Connection network can exceed ever-increasing expectations.

"The tremendous growth of this event and network over the last 20 years is a testament to the commitment to excellence our contractor network members and carrier clients have shown to serving their customers," Contractor Connection Global President Larry Thomas said. "We are looking forward to making an even larger industry impact in the next 20 years."

Contractor Connection recognized its high-performing North American contractors by region, along with those contractors who have supported the Hiring Our Veterans network initiative and those who joined Crawford in October 2017 for its annual Global Day of Service community service program. Additionally, nearly \$10,000 was raised through an on-site silent auction to benefit Greater Indy Habitat for Humanity.

Conference attendees took part in a range of engaging and educational breakout sessions, workshops and town halls throughout the week, where they learned about and discussed topics ranging from operational efficiency to quality leadership, and the impact of technology on the industry's future. The Conference was also host to one of the largest expos in the North American restoration industry, with more than 200 exhibitors offering the latest products and services over the three days of the expo.

About Contractor Connection

Contractor Connection, an industry leader in contractor managed repair and home improvement services, provides insurance carriers and consumers a national network of residential and commercial contractors that are vetted and managed for performance, measuring quality, timeliness and customer satisfaction.

About Crawford®

Based in Atlanta, Crawford & Company (NYSE: CRD-A and CRD-B) is the world's largest publicly listed independent provider of claims management solutions to insurance companies and self-insured entities with an expansive global network serving clients in more than 70 countries. The Company's two classes of stock are substantially identical, except with respect to voting rights and the Company's ability to pay greater cash dividends on the non-voting Class A Common Stock (CRD-A) than on the voting Class B Common Stock (CRD-B), subject to certain limitations. In addition, with respect to mergers or similar transactions, holders of CRD-A must receive the same type and amount of consideration as holders of CRD-B, unless different consideration is approved by the holders of 75 percent of CRD-A, voting as a class. More information is available at www.crawfordandcompany.com.

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