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FOR IMMEDIATE RELEASE

Contractor Connection® Contact Center Receives J.D. Power Certification

ATLANTA (June 6, 2017) – Contractor Connection®, a division of Crawford & Company®, and the leading global contractor managed repair provider for consumers in need of property repairs after an insurance claim, recently announced that it has been recognized for customer satisfaction excellence for the live phone channel under the J.D. Power Certified Contact Center Program^(SM).

“We take tremendous pride in earning this distinguished certification from J.D. Power,” said Larry Thomas, chief executive officer of Crawford U.S. Services and Contractor Connection. “We value our customers’ satisfaction above all, and providing extraordinary service has always been a key driver of our success.”

The J.D. Power Certified Contact Center Program distinction acknowledges a strong commitment by Contractor Connection contact center operations to provide, “an outstanding customer service experience.”

To become certified, the contact center successfully passed an evaluation of dozens of best practices that encompass integration of Voice of the Customer and Voice of the Employee insights into business operations. In addition, as part of its evaluation, J.D. Power conducted a random survey of Contractor Connection customers who recently contacted the company’s contact center.

“The Contractor Connection team provides an outstanding customer experience and our research shows that Contractor Connection particularly excels in promptness in speaking to their agents,” said a representative of J.D. Power.

“Customers also cite strengths in the automated phone experience such as ease of navigation, clarity of information provided and ease of understanding,” the representative added. “This achievement clearly demonstrates Contractor Connection’s focus on providing its customers with an exceptional experience.”

For certification status, a contact center must also perform in the top 20 percent of customer service scores, which are based on benchmarks established in J.D. Power’s cross-industry customer satisfaction research. The research criteria includes the customer service representative’s courtesy, knowledge and

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concern for the customer; promptness in speaking to a person; and timely resolution of the problem or request.

Contractor Connection maintains an extensive network of contractors who specialize in emergency response, general repairs, disaster restoration and all manner of general residential and commercial restoration work, backed by a three-year contractor workmanship warranty.

In 2016, Contractor Connection completed more than \$2.4 billion in projects. While founded in the United States, Contractor Connection has recently expanded into additional countries, including Canada, the U.K. and Australia.

“Our goal has always been to assist insurance carriers in managing indemnity and loss adjusting expenses and to ensure their clients have an experience which enhances the carrier’s relationship,” said Thomas. “Contractor Connection facilitates quality managed repair services in a timely manner with an exceptional customer experience, and the J.D. Power certification for our U.S. contact center validates our commitment to delivering high quality results.”

In addition to providing post-loss managed repair service to policyholders, the company’s services are also provided to consumers interested in taking on home remodeling projects. From General Contractor restoration, to emergency water extraction, roofing, flooring, textile and art restoration, tree removal and beyond, Contractor Connection helps return residential and commercial properties to pre-event conditions through reliable and trustworthy contractors. More information can be found at www.contractorconnection.com.

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. www.contractorconnection.com.

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 Crawford Solution® 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. More information is available at www.crawfordandcompany.com.

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