



FOR IMMEDIATE RELEASE



**Crawford Contractor Connection® Conference & Expo Draws 3,500-plus**  
*North America's Top Managed Repair Industry Event Reaches Record Attendance*

**ATLANTA (July 7, 2016)** — The 2016 Crawford Contractor Connection® Conference & Expo took center stage last month in Las Vegas. The 18<sup>th</sup> annual event attracted more than 3,500 contractors, insurance carrier representatives and service provider partners, resulting in record-setting attendance. Participating network contractors gained valuable insight into industry trends and a future outlook for contractor managed repair services.

The theme of this year's conference, "Find A Way," drew the focus toward consistently delivering exceptional restoration quality and superb customer service. Merril Hoge, former Pittsburgh Steelers star and current ESPN NFL analyst, served as the keynote speaker and discussed the challenges of making it to the NFL, achieving his goal of becoming the best, and using the motto "Find A Way" to help achieve success. Hoge spoke about the tremendous challenge he faced when diagnosed with non-Hodgkin's lymphoma in 2003. He told attendees if they operate by the motto "Find A Way," they can work to offer the best possible service to customers in their time of need.

Harsha V. Agadi, president and CEO of Crawford & Company®, provided the opening remarks to General Session attendees, featuring Crawford's storied past and future growth while highlighting the celebration of the Company's 75<sup>th</sup> anniversary this year. He also mentioned how Contractor Connection takes pride in its 20-year history and plans for continued growth in Canada, the United Kingdom, Australia and other countries across the globe. Additionally, client speakers, an industry panel of experts, and a technology panel highlighted the General Session presentations, looking back at recent successes and previewing what's to come in the insurance restoration industry.

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Contractor Connection recognized contractors who have supported the Hiring Our Veterans network initiative, and those contractors who joined Crawford® during its annual Global Day of Service community service program last year. Jesse C. Crawford Jr., Crawford Board member, offered closing remarks during the first day of the General Session.

“We continue to be honored to serve as the proud host of this important industry event,” said Larry Thomas, CEO of Crawford U.S. Services. “The services these many professionals provide are critical to the insurance industry, and ‘Finding A Way’ to provide consistent quality service remains priority one for us all.”

Conference attendees took part in various educational breakout sessions and workshops offering insights on products, services, customer expectations, and the future of the industry. Meanwhile, the conference hosted one of the largest expos in the North American restoration industry, with approximately 200 exhibitors offering the latest products and services. The conference also featured the sixth annual General Session for Canadian participants.

The next Crawford Contractor Connection Conference & Expo will be held June 6-8, 2017, at the St. Louis Convention Center in St. Louis.

#### **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, Ga., Crawford & Company® ([www.crawfordandcompany.com](http://www.crawfordandcompany.com)) is the one of world's largest independent providers 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 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. The Company's shares are traded on the NYSE under the symbols CRD-A and CRD-B.

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