



FOR IMMEDIATE RELEASE

Crawford & Company (Canada) Inc. Announces Contractor ConnectionSM Launch for R J Kiln & Co Limited

Toronto (October 10, 2012) – Crawford & Company (Canada) Inc. is pleased to announce the launch of Crawford’s Contractor ConnectionSM for its R J Kiln & Co Limited business effective November 1st, 2012. Contractor Connection provides insurers with an effective, high-quality managed repair network for residential and commercial property claims programs in the Canadian insurance marketplace.

Contractor Connection provides the insurer market with superior quality and service through a highly credentialed network of customer-focused contractors delivering solutions that enhance the customer experience.

“We are thrilled to expand our existing partnership with Kiln to include the Contractor Connection program” said John Sharoun, chief executive officer, Crawford & Company (Canada) Inc. “The London markets are extremely important to us and Kiln is a leading Lloyd’s syndicate, underwriting property risks from coast to coast in Canada. Our Contractor Connection business continues to grow in Canada with extremely positive results from the clients currently using the program.”

“We are pleased that Kiln has decided to utilize Contractor Connection and look forward to being able to deliver the proven performance of our network to Kiln and their Canadian coverholders” said Dan Loosemore, Canadian District Manager for Contractor Connection.

About Crawford

[Crawford & Company \(Canada\) Inc.](#) is a wholly owned subsidiary of Crawford & Company. Based in Atlanta, Ga., [Crawford & Company](#) 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

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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.

For more information, contact:

Pat Van Bakel, COO

1-416-957-5003

Pat.VanBakel@crawco.ca