



## *Press Release*

**FOR IMMEDIATE RELEASE**

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### **Eleven Operations Receive Top Honors in Circle of Excellence Program**

**ATLANTA (May 20, 2009)** — Eleven U.S. Property & Casualty and Broadspire branch locations and operations turned in award-winning performances in 2008 as part of the Crawford & Company (NYSE: CRDA; CRDB) Circle of Excellence recognition program.

“This year’s Circle of Excellence winners epitomize our core values of quality, consistency and target-driven performances,” said Jeffrey T. Bowman, Crawford’s president and chief executive officer. “I congratulate all the winners for the contribution they made to the Company in 2008 and look forward to a continued great performance from them in 2009.”

U.S. Property & Casualty winners are (in order of their ranking):

- Orlando, Fla. – Gina Ward, branch manager
- Atlanta – Stuart Tucker, branch manager
- Indianapolis – Steve Blakemore, branch manager
- Jackson, Miss. – Jim Barbee, branch manager
- Little Rock, Ark. – David Lee, branch manager. The Little Rock branch has received the award twice.
- Dallas – Matt Wilkinson, branch manager. The Dallas branch is a three-time award recipient.

Broadspire Circle of Excellence winners are:

- Branch claim office – Fairfax, Va., Ed Bond, branch manager
- Medical bill review – Plantation, Fla., team, Erica Fichter, director of operations
- Telephonic case management – West Region, Melanie Mathelier, manager; Janet Valdes, Norine

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Greenberg and Anne Thompson, team managers

- Utilization management – Team 2, Lynn Sergeant, supervisor
- Field case management – Northeast Region, Verna Jackson, regional manager

The Crawford & Company Circle of Excellence was established in 2005 to recognize outstanding performance in field operations. Branches are ranked in such critical areas as quality, productivity, financial control, revenue generation and staff turnover. Key drivers and rankings are calculated and communicated to employees regularly, along with detailed performance data. The winning operations' performances place them in the top 10 percent of their business segment.

Employees in the winning branches and operations are honored during celebrations with regional and executive management.

### **About Crawford**

Based in Atlanta, Georgia, Crawford & Company ([www.crawfordandcompany.com](http://www.crawfordandcompany.com)) is the world's largest independent provider of claims management solutions to insurance companies and self-insured entities, with a global network of more than 700 locations in 63 countries. Major service lines include property and casualty claims management, warranty inspections, integrated claims and medical management for workers' compensation, legal settlement administration, including class action and bankruptcy claims administration, and risk management information services. The Company's shares are traded on the NYSE under the symbols CRDA and CRDB.

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