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CONTRACTORS SEE STRONGER COLLABORATION AS AN OPPORTUNITY TO ENHANCE THE POLICYHOLDER EXPERIENCE

Final installment of the State of the Managed Repair Market report highlights shared priorities and opportunities to strengthen contractor-carrier partnerships

ATLANTA, Ga., November 12, 2026 – Contractor Connection®, Crawford & Company's managed repair network of vetted and credentialed contractors, today released the final installment of its State of the Managed Repair Market report, highlighting opportunities for contractors and carriers to build on their shared commitment to a positive policyholder experience.

The research found that 82% of respondents agree the customer experience contractors provide directly influences consumers' perception of their carrier. Respondents identified communication, responsiveness, mutual trust and technology-enabled engagement as important ways to strengthen alignment and support smoother claim outcomes.

The findings point to a shared opportunity for continuous improvement. When both sides share information openly and work toward common goals, they can reduce delays, improve quality and create a better experience for the customer.

"Contractors and carriers share the same goal: helping policyholders recover as quickly and smoothly as possible," said Lance Malcolm, president, Network Solutions. "By building on that shared purpose through clear communication, responsive engagement and mutual trust, we can strengthen partnerships and create an even better experience for policyholders."

Contractors also described technology as an important enabler of partnership, including live video communication, real-time documentation and integrated tools that help experienced professionals on both sides share information and resolve questions more quickly. Respondents emphasized that these capabilities are most effective when they complement strong working relationships.

With the release of the third installment, the full State of the Managed Repair Market series is now available as a comprehensive resource for carriers, contractors and industry stakeholders seeking to understand current market pressures, the value of managed repair and opportunities to advance shared goals across the repair ecosystem. Visit the report web page for more information or to download a pdf.

About Crawford®
Based in Atlanta, Crawford & Company (NYSE: CRD-A and CRD-B) is a leading global provider of claims management and outsourcing solutions to insurance companies and self-insured entities with an expansive network serving clients in more than 70 countries. The Company's two classes of stock are substantially

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identical, except with respect to voting rights for the Class B Common Stock (CRD-B) and protections for the non-voting Class A Common Stock (CRD-A). More information is available at www.crawco.com.

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