



Crawford & Company®
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CUSTOMER EXPERIENCE IS THE LEADING MEASURE OF MANAGED REPAIR SUCCESS, CONTRACTOR CONNECTION RESEARCH FINDS

Second installment of the State of the Managed Repair Market report shows contractors see broad value in managed repair programs

ATLANTA, GA, Oct. 21, 2026 – Contractor Connection®, Crawford & Company’s managed repair network of vetted and credentialed contractors, today released the second installment of its [Managed Repair Market report](#), finding that contractors view customer experience as the most important indicator of success in the insurance restoration industry.

When asked to identify the single biggest factor in industry success, 33% of respondents selected customer experience, more than twice the share choosing quality of workmanship and nearly three times the share selecting carrier relationship management. Contractors also see managed repair programs as delivering value across the claims ecosystem.

For contractors, the most frequently cited benefit is a steady stream of work, identified by 74% of respondents. Contractors also pointed to built-in credibility and trust, stronger client relationships and competitive advantage. For policyholders, respondents cited peace of mind from working with vetted professionals, help finding a contractor, and warranty protection.

“Managed repair programs are most effective when every participant is aligned around the policyholder,” said Lance Malcolm, president, Network Solutions. “Contractors clearly recognize that these programs can deliver trust, accountability, and consistency while supporting carrier priorities such as claim efficiency, cost control, and customer satisfaction.”

The findings also show that contractors understand the carrier-side value of managed repair programs. Respondents identified contractor accountability, cost control, and reduced leakage, faster claim cycle times and higher policyholder satisfaction as important program benefits.

“Contractors are navigating significant pressure from rising material and labor costs, alongside higher expectations for speed, transparency and service,” Malcolm added. “Managed repair programs can help address those challenges by creating greater predictability, stronger alignment and a consistent framework for delivering quality outcomes for policyholders.”

The final installment of the State of the Managed Repair Market series, focused on strengthening contractor-carrier partnerships, will be released Nov. 3. The complete series will then be available as a comprehensive industry resource. [Sign up](#) to receive updates via email and visit the report [web page](#).

About Crawford®

Based in Atlanta, Crawford & Company (NYSE: CRD-A and CRD-B) is a leading global provider of claims



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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 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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