



The managed repair advantage

A technology, data-driven approach
to property loss recovery



Meet the trusted, reliable solution that integrates people, process and technology to elevate carrier and policyholder experiences

Contractor Connection® is the nation's leading managed repair and emergency services network supporting claim segmentation for both residential and commercial insurers and their customers through digital innovation and highly customizable solutions. We are tackling the newest challenges to the industry and paving the way for the future with our focus on driving policyholder satisfaction, increasing speed of service, reducing loss adjusting expenses, and delivering indemnity accuracy, allowing adjusters to focus on the adjudication of the claim.

Partnering with Contractor Connection is an easy decision. We'll create an easy-to-implement, tailor-made program that meets the needs of you and your policyholders through the integration of proprietary and select, third-party technology that shapes the industry, and drive performance through data insights. Our global network of over 6,000 general and specialty contractors is vetted, credentialed and managed for performance, measuring speed, accuracy, quality and customer experiences, and all repair work is backed by a five-year workmanship warranty.

From first notice of loss to finished repair, Contractor Connection is your go-to source for a stress-free, effortless property repair process. Let us improve the customer experience by taking the burden, management and risks out of the hands of the insured.

7.5%

average estimate accuracy savings

\$300

average expense reduction per claim

9.2

overall satisfaction

82

net promoter score

Integrated technologies

Contractor Connection continues to lead and transform the managed repair industry with the right combination of people and digitized processes, delivering unprecedented value to our customers and their policyholders.

- Performance-based methodology
- Capacity management portal
- Moisture data analytics
- Network electronic contractor profile
- Contractor dashboard – performance insights
- Client dashboard – real-time program analytics
- JobTrack – digitized repair process

Quality assurance with key reporting insights

We work to ensure estimate accuracy and quality repairs in a timely manner with exceptional customer experiences through data insights on:

- Digitally Enhanced Estimate Review
- Optional Reinspection Program
- Customer Satisfaction Surveys (NPS)
- Performance Objective Monitoring System (POMS)
- Quality Assurance Data Insights





Peak performance for policyholders

Contractor Connection raises the bar on performance when your insureds need it most.

- Delivering industry-leading customer satisfaction
- Contractor Connection oversight of customer experience
- Network 5-year workmanship warranty
- Commercial contractor tiered credentialing

Increased policyholder engagement throughout the repair process

We provide unprecedented transparency for your policyholders throughout the repair process and allow them to monitor the status of their project.

- Policyholder dashboard for progress tracking
- Real-time project updates
- Proactive customer experience insights
- Transparency and communication



For more information

Please visit www.crawco.com/managed-repair

About Crawford & Company®

For over 75 years, Crawford has solved the world's claims handling challenges and helped businesses keep their focus where it belongs – on people.



Loss
Adjusting



Third Party
Administration



Managed
Repair



Medical
Management



On-Demand
Services



Catastrophe
Response

9,000 employees | **50,000** field resources | **70** countries | **\$18B+** claims managed annually