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Press Release

Elise Quadrozzi Elected as First Female Chair of I-CAR

ATLANTA (Feb. 23, 2011) — Elise Quadrozzi, knowledge management account executive at Crawford & Company (NYSE: CRDA; CRDB), recently was elected as chairperson of I-CAR, the Inter-Industry Conference on Auto Collision Repair, becoming the first woman to chair the organization in its 30-plus-year history.

"I am honored to be chosen to lead the organization at this important time in its history, as we work to offer relevant training, encourage professional advancement and add even more value to industry-recognized designations," Quadrozzi said.

Quadrozzi's career in the insurance industry spans more than 20 years. She has held several senior executive and management positions and has extensive experience in claims and operations management. She joined Crawford in 2009 and in her current role is responsible for the development and marketing of new e-learning applications to the property and casualty insurance industry.

Before coming to Crawford, the world's largest independent provider of claims management solutions, Quadrozzi served as senior vice president of claims and operations and vice president of claims for AssuranceAmerica. She began her career as a claims adjuster with John Hancock Property and Casualty and later joined Superior Insurance Company, where she held several supervisory and management positions. Quadrozzi also served as director of accident management for Akzo Nobel Coatings.

Quadrozzi holds bachelor's and master's degrees in business administration from Shorter College in Atlanta. She has earned a variety of certifications, including Chartered Property Casualty Underwriter (CPCU), Associate in Research and Planning (ARP), Associate in Management (AIM), Associate in

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Underwriting (AU), and Property Technical Certification (PTC). She is an active CPCU mentor and has been involved in I-CAR since 2008.

I-CAR (www.i-car.com), founded in 1979, is an international not-for-profit training organization dedicated to improving the quality, safety and efficiency of auto collision repair for the ultimate benefit of consumers. The board of directors sets the overall strategic direction for the organization and assists in obtaining resources in support of the I-CAR mission. The board is comprised of representatives from the following industry segments: collision repair; insurance; equipment, tools and supplies; education, training and research; vehicle manufacturers; and related industry services.

About Crawford

Based in Atlanta, Ga., Crawford & Company (www.crawfordandcompany.com) 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 a global network of more than 700 locations in 63 countries. The Crawford System of Claims Solutions[SM] offers comprehensive, integrated claims services, business process outsourcing and consulting services for 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.

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