

Building Consulting

Contractor Connection® delivers a consistent, reliable, concierge-level solution to meet all of your building consulting needs.

Whether you are handling moderate to large, complex losses or anywhere in between, Contractor Connection® is your go-to, single source for all building consulting services, from delivering accurate estimates to completing all repairs. As the premier global managed repair provider, our highly experienced staff and network of contractors are positioned to oversee and review projects of any scale, quickly delivering an accurate Rough Order of Magnitude or estimate to ensure quality repairs are completed in a timely manner with an exceptional customer experience. Not only that, but our network contractors are available to fulfill the estimate, completing all work included in the scope of the project so you're not left looking for the right service provider. Our contractors are held to the highest standards in the industry and stand behind their work with a five-year workmanship warranty.

Utilizing Contractor Connection's building consulting services allows you to increase operational efficiency, reduce your indemnity and loss adjustment expenses and increase customer satisfaction. Whether you are in need of a building consulting contractor, a Rough Order of Magnitude or a complete and accurate review of an existing estimate, we tailor our services to meet your needs.

The Contractor Connection program is focused on providing expert services, ensuring accurate estimates, mitigating business interruptions and reducing administrative burden. Our seamless service provides detailed assessments, allowing expedient claim settlement at a fair and reasonable price for your customers.



Contractor Connection has been recognized by J.D. Power by providing "An Outstanding Customer Service Experience" for Phone support. - *Three consecutive years*

J.D. Power 2018 Certified Customer Service Program recognition is based on successful completion of an evaluation and exceeding a customer satisfaction benchmark through a survey of recent servicing interactions. For more information, visit www.jdpower.com/cc.

Why Contractor Connection?

A single-source solution

- Initial and follow-up site inspections
- Efficient Rough Order of Magnitude produced
- Time and materials or unit cost agreed estimates
- Timely Clerk of the Works invoicing review/ validation and labor hours confirmation
- Project problem analysis and resolution
- Full technical review of all project costs
- Compilation of project invoice documentation

Quality and timely repairs

- Estimates backed by strictly credentialed network of commercial contractors ready to complete the work
- Handling based on loss complexity
- Reduction in cycle time and potential business interruption
- Certified high customer satisfaction to support policyholder retention
- Contractor performance monitoring*
- Five-year contractor workmanship warranty*

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

*When repairs are completed by network contractor