

Temporary Housing

When your policyholders need temporary housing,
Contractor Connection has them covered.

When your policyholder is displaced from their home as a result of a loss, Contractor Connection® is your go-to, single source for a quick, reliable way to meet their temporary housing needs. Additional living expense coverage allows for accommodations for policyholders when they are displaced so they can maintain independence and privacy. Contractor Connection delivers a nationwide network of credentialed temporary housing providers managed for performance, measuring speed, accuracy, quality and customer experiences, giving your policyholder peace of mind in their time of need.

Whether short-term or long-term housing relocation is required, our program can handle any situation. This seamless service streamlines the process, allowing your adjusters to “adjust” rather than administer. Not only will you see increased customer satisfaction and policyholder retention in the process, but also reduced expenses and indemnity accuracy through unprecedented data analytics, trends and KPI reporting on additional living expense coverage.

300%

more options through
comprehensive bid platform

70%

options sourced faster than
normal, reducing cycle times

12-20%

reduced loss costs



Contractor Connection has
been recognized by J.D. Power
by providing “An Outstanding
Customer Service Experience” for
Phone support, 5 Years in a Row

Why Contractor Connection?

Raising the value for insurers

- Streamlined claim submission
- Strictly credentialed network of temporary accommodation providers
- Duration management via central monitoring
- Unprecedented data analytics, trends and KPI reporting
- Improved policyholder satisfaction
- Full integration with managed repair process

Peak performance for policyholders

- Streamlined process through completed repair
- 24/7 rapid emergency response
- Increased local accommodation options
- Vetted alternative accommodations
- Conservation of limits during extended loss
- Enhanced customer satisfaction

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

J.D. Power 2020 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.

Crawford®

Learn more at
www.crawco.com/services/managed-repair or 800.690.0174 [f](#) [t](#) [in](#)