



Contractor Connection

Seamless solutions. Superior outcomes.

**CONTRACTOR
CONNECTION**
BY CRAWFORD & COMPANY

Crawford

Your trusted partner in Managed Repairs

At Crawford®, we know that when damage occurs and disaster strikes, policyholders want their lives back to normal, fast. Contractor Connection, a Crawford offering, is Australia's leading managed repair solution that delivers more than just building services. We offer a fully integrated, end-to-end reinstatement program designed to support insurers, brokers, and their policyholders with comprehensive assistance at every stage of the repair and restoration journey, from first notification of loss (FNOL) through to final sign-off.

What sets us apart? Cost certainty, quality assurance, and national scalability - all underpinned by a rigorously vetted network of qualified builders and restorers with deep insurance expertise. Our unique model validates and oversees every quote before it reaches you, eliminating the need for third-party validation and ensuring you always receive the right price, the first time.

With Contractor Connection, you gain more than peace of mind; you gain a smarter, more strategic way to manage restoration and building repairs, every time.



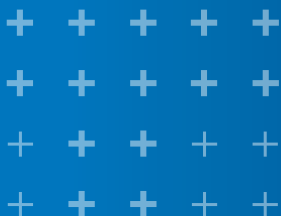


Why Contractor Connection?

In a landscape where the definition of “best” is constantly evolving, Contractor Connection delivers the agility and assurance you need.

With over 12 years of proven performance in Australia and the backing of Crawford’s global claims expertise, we offer a time-tested model that adapts to performance, scales with demand, and consistently delivers world-class outcomes. We’re not just a network- we’re your embedded partner in every repair.

- 1. Coverage across a wide range of claims** - We offer building and restoration solutions for Home, Landlord, Commercial, and Strata insurance claims
- 2. Quotes you can trust** - We verify and train our suppliers for consistent, competitive pricing and quality.
- 3. Compliance-ready** - As an AFSL holder, we understand insurer obligations and deliver services aligned with your compliance needs.
- 4. Nationwide reach, local strength** - Our footprint covers every postcode across Australia, with localised, high-performing suppliers.
- 5. Built-in cost control** - Validation is part of our DNA. We deliver better outcomes without extra validation fees.
- 6. Real-time supplier performance** - Our flexible model adapts to market shifts – we work with the best in real-time, not just who’s on a list.
- 7. End-to-end Restoration & Repair** - From expert reports to final repairs – domestic or commercial – we handle it all with technical precision and human care.





What you get with Contractor Connection

With Contractor Connection, you gain access to a fully managed, end-to-end repair solution that delivers quality, compliance, and consistency every time. Our offering includes:

- ✓ Fully managed restoration and repair services, from emergency response to final reinstatement
- ✓ Embedded validation and performance monitoring to ensure cost control and quality outcomes
- ✓ Actionable data insights that drive efficiency, consistency, and smarter decision-making
- ✓ A seamless claims journey, from FNOL through to completion
- ✓ 12 years of proven performance in Australia, backed by the global strength of Crawford's claims expertise

Our Managed Repair Program (MRP) is powered by a national network of licensed, accredited builders and restorers who deliver:

- ✓ Emergency Repairs (make-safe)
- ✓ Compliant, expert roof and leak detection reports
- ✓ Restoration services, including emergency mitigation and full reinstatement
- ✓ Specialist Causation Reports
- ✓ Development of Scope of Work

For more information, speak with your sales representative or visit our [website](#).

About Crawford & Company®

For over 80 years, Crawford has led the industry through a relentless focus on people and the innovative tools that empower them.



**LOSS
ADJUSTING**



**THIRD PARTY
ADMINISTRATION**



**MANAGED
REPAIR**



**MEDICAL
MANAGEMENT**



**ON-DEMAND
INSPECTIONS**



**CATASTROPHE
RESPONSE**

10,000 employees | **50,000** field resources | **70** countries | **\$18B** claims managed annually

**CONTRACTOR
CONNECTION®**
BY CRAWFORD & COMPANY

CCC-BROCHURE-CONTRACTOR CONNECTION AUSTRALIA-0625

Learn more at
www.crawco.com.au/services/managed-repair    