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Press Release

LexisNexis Recognizes Danielle Lisenbey for Leadership in Workers Compensation *Broadspire COO named to prestigious "Notable People" list for 2010*

ATLANTA (Feb. 21, 2011) — Danielle Lisenbey, chief operating officer, medical services for Broadspire, a Crawford Company and leading third party administrator (TPA) and medical management services provider, has been named one of the LexisNexis Workers' Compensation Notable People for 2010.

"Lisenbey has established herself as a leader in the industry by developing strategies for controlling the medical cost of workers' compensation for employers and insurers," the LexisNexis Workers' Compensation Law Community, which sponsors the award, says on its website. "Throughout 2010, Lisenbey led the development and deployment of innovative services and solutions that complemented Broadspire's breadth of claims and medical management services" and "focuses on helping the employer reduce their overall loss costs and administrative costs as well."

Key medical management strategies introduced by Broadspire in 2010 include:

- A multi-dimensional PPO network strategy, the BOLD network, that coordinates care with regional networks across the country to create better coverage and savings than traditional networks;
- A durable medical equipment (DME) formulary that applies the cost management principles of a pharmacy formulary to DME, meeting the medical needs of an injured worker while at the same time ensuring a measurable reduction in the cost of equipment and supplies;
- A comprehensive chronic pain management program that uses an interdisciplinary approach to maximize an injured worker's quality of life, reduce medication dependence and control costs.

Lisenbey is responsible for the daily operations of Broadspire's medical bill review (MBR), utilization management, telephonic case management and field case management teams and the physician review and medical unit. Her career with Broadspire began in 1991 as an operations supervisor for the MBR unit, and she progressed through that organization, serving at various times as manager, director and vice president.

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Her success in MBR operations prompted the promotion to her current position in 2007.

Lisenbey holds a bachelor's degree in industrial engineering and technology from Western Illinois University. She is a member of The Society of Manufacturing Engineers and The National Association of Women Executives.

Winners were selected by LexisNexis with feedback from various organizations and experts in the field. For more on Lisenbey and other award winners, visit:

<http://www.lexisnexis.com/Community/workerscompensationlaw/blogs/workerscompensationlawblog/archive/2011/02/11/workers-compensation-notable-people-2010.aspx>.

About Broadspire

Broadspire (www.choosebroadspire.com), a leading international third party administrator, provides risk management solutions designed to help clients improve their financial results. Broadspire offers casualty claim and medical management services to assist large organizations in achieving their unique goals, increasing employee productivity and reducing the cost of risk through professional expertise, technology and data analytics. As a Crawford Company, Broadspire is based in Atlanta, Ga., with 85 locations throughout the United States. Services are offered by Crawford & Company under the Broadspire brand in Europe (www.Broadspire.eu), including the United Kingdom (www.BroadspireTPA.co.uk).

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 SolutionsSM 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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