



Press Release

CRAWFORD & COMPANY 5620 GLENRIDGE DRIVE, N.E. P.O. BOX 5047 ATLANTA, GEORGIA 30302 (404)256-0830

FOR IMMEDIATE RELEASE

Date: July 20, 2000
From: Archie Meyers, Jr.
Chairman
Chief Executive Officer

Crawford Reports Growth in Revenues and Earnings for Second Quarter 2000

Archie Meyers, Jr., Chairman and Chief Executive Officer of Crawford & Company, announced the Company's financial results for the second quarter and year-to-date period ended June 30, 2000. Second quarter revenues grew 9%, to \$184.4 million in 2000 compared to \$169.8 million reported for the second quarter of 1999. Operating income in the quarter totaled \$19.0 million, up over 3% from \$18.4 million in the 1999 second quarter. Net income per share improved 5%, from \$0.21 in 1999 to \$0.22 per share in 2000.

Domestic revenues grew nearly 7%, from \$126.1 million in the second quarter of 1999 to \$134.6 million in the current quarter. Second quarter international revenues surged 14%, from \$43.7 million in 1999 to \$49.9 million in 2000.

Revenues for the first six months of 2000 were up 6% as compared with 1999 revenues, from \$342.4 million in 1999 to \$361.9 million in 2000. Year-to-date operating income totaled \$37.8 million, increasing 5% from \$36.0 million in 1999. For the six months ended June 30, net income per share totaled \$0.43, a 5% increase over the \$0.41 reported for 1999.

Domestic revenues grew 3% in the six-month period, from \$254.4 million in 1999 to \$263.0 million in 2000. International revenues increased 12%, to \$98.9 million in 2000, up from \$88.0 million in the 1999 period.

Mr. Meyers stated, "Domestically, we saw a rebound in our revenues from insurance company clients. These revenues increased over 6% in the current quarter, from \$67.0 million in 1999 to \$71.1 million in 2000. This increase halts the recent decline we have seen in this market. Our



Press Release

CRAWFORD & COMPANY 5620 GLENRIDGE DRIVE, N.E. P.O. BOX 5047 ATLANTA, GEORGIA 30302 (404)256-0830

strong growth in the class action services market continued, with revenues from inspection and administration services jumping 25%, from \$10.8 million in the second quarter of 1999 to \$13.5 million for the current quarter. Domestic revenues from self-insured clients increased over 3% during the current quarter, from \$48.3 million in 1999 to \$50.0 million in 2000, continuing the trend that began during the fourth quarter of 1999. The insurance market continues to harden, which generally leads to higher insurance premiums, making self-insurance more attractive to Crawford's corporate clients."

"Domestic insurance company revenues increased in the quarter as a result of our recent strategic partnership with the Commercial Insurance Division of CNA and the severe weather experienced in the Midwestern and Southwestern United States." Mr. Meyers continued, "This increase in Domestic revenues from insurance companies marks the first quarter to quarter increase in this market since the 1999 first quarter. We believe that we will be able to sustain this growth in the future as we aggressively pursue several outsourcing arrangements with major insurance companies."

Mr. Meyers concluded, "Internationally we enjoyed another very strong quarter with a 14% increase in revenues and operating income that nearly doubled the 1999 level. Solid results in our European and Canadian operations, where revenues grew more than 20% over the prior year quarter, contributed to the strong international performance."

Further information regarding the Company's financial position and operating results for the quarter and year-to-date period ended June 30, 2000 is shown on the attached statements.

Crawford & Company is the world's largest independent provider of diversified services to insurance companies, self-insured corporations and governmental entities. A few of the many services provided are claims and risk management, loss adjustment, healthcare management, class action administration and risk information services.

Crawford & Company is based in Atlanta, Georgia. It has approximately 10,000 employees worldwide, and operates over 700 offices in 65 countries. The Corporation's shares are publicly traded on the New York Stock Exchange under the symbols CRD.A and CRD.B. Its web address is crawfordandcompany.com.



Press Release

CRAWFORD & COMPANY 5620 GLENRIDGE DRIVE, N.E. P.O. BOX 5047 ATLANTA, GEORGIA 30302 (404)256-0830

Except for historical information contained herein, the matters discussed in this news release are forward-looking statements that involve risks and uncertainties. The results achieved in the quarter and year-to-date period ended June 30, 2000 are not necessarily indicative of future prospects for the Company. Actual results in future quarters may differ materially. For a complete discussion regarding factors which could affect the Company's financial performance, see the Company's Form 10-K for the year ended December 31, 1999 filed with the Securities and Exchange Commission, in particular the information under the headings "Business" and "Management's Discussion and Analysis of Financial Condition and Results of Operations."

The Company undertakes no obligation to publicly release any revisions to any forward-looking statement contained herein to reflect events or circumstances occurring after the date hereof or to reflect the occurrence of unanticipated events. The Company's actual results may differ materially from those projected in forward-looking statements made by, or on behalf of, the Company.

Crawford & Company's conference call with analysts on Monday, July 24, 2000 will be recorded and available for replay through July 31, 2000. You may dial 1-800-657-1264 (402-220-4832 international) to listen.

FOR FURTHER INFORMATION REGARDING THIS PRESS RELEASE, PLEASE CALL JOHN GIBLIN AT (404) 847-4571.



Crawford
Press Release

CRAWFORD & COMPANY 5620 GLENRIDGE DRIVE, N.E. P.O. BOX 5047 ATLANTA, GEORGIA 30302 (404)256-0830

**CRAWFORD & COMPANY
COMPARATIVE STATEMENTS OF INCOME**

(In Thousands Except Per Share Data)

<u>Six Months Ended June 30</u>	<u>2000</u>	<u>1999</u>	<u>% Change</u>
Revenues	\$361,868	\$342,448	6%
Costs and Expenses:			
Costs of Services	263,521	249,984	5%
Selling, General, and Administrative	60,593	56,501	7%
Corporate Interest, net	2,063	1,507	37%
Amortization of Goodwill	1,561	1,189	31%
Total Costs and Expenses	<u>327,738</u>	<u>309,181</u>	6%
Income Before Income Taxes	34,130	33,267	3%
Income Taxes	13,106	12,765	3%
Net Income	<u>\$21,024</u>	<u>\$20,502</u>	3%
Net Income Per Share:			
Basic	<u>\$0.43</u>	<u>\$0.41</u>	5%
Diluted	<u>\$0.43</u>	<u>\$0.41</u>	5%
Weighted Average Shares Outstanding:			
Basic	<u>49,235</u>	<u>50,205</u>	
Diluted	<u>49,353</u>	<u>50,297</u>	



Crawford
Press Release

CRAWFORD & COMPANY 5620 GLENRIDGE DRIVE, N.E. P.O. BOX 5047 ATLANTA, GEORGIA 30302 (404)256-0830

**CRAWFORD & COMPANY
COMPARATIVE STATEMENTS OF INCOME**

(In Thousands Except Per Share Data)

<u>Quarter Ended June 30</u>	<u>2000</u>	<u>1999</u>	<u>% Change</u>
Revenues	\$184,436	\$169,827	9%
Costs and Expenses:			
Costs of Services	135,528	122,470	11%
Selling, General, and Administrative	29,877	28,962	3%
Corporate Interest, net	1,196	796	50%
Amortization of Goodwill	800	628	27%
Total Costs and Expenses	<u>167,401</u>	<u>152,856</u>	10%
Income Before Income Taxes	17,035	16,971	-
Income Taxes	6,542	6,507	-
Net Income	<u>\$10,493</u>	<u>\$10,464</u>	-
Net Income Per Share:			
Basic	<u>\$0.22</u>	<u>\$0.21</u>	5%
Diluted	<u>\$0.22</u>	<u>\$0.21</u>	5%
Weighted Average Shares Outstanding:			
Basic	48,436	49,814	
Diluted	48,543	49,876	



Crawford
Press Release

CRAWFORD & COMPANY 5620 GLENRIDGE DRIVE, N.E. P.O. BOX 5047 ATLANTA, GEORGIA 30302 (404)256-0830

**CRAWFORD & COMPANY
SUMMARY RESULTS BY OPERATING SEGMENT**

Six Months Ended June 30, 2000

(In Thousands Except Percentages)

	Domestic		International		Total	
	2000	1999	2000	1999	2000	1999
Revenues	\$262,963	\$254,443	\$98,905	\$88,005	\$361,868	\$342,448
Compensation & Benefits <i>% of Revenues</i>	158,689 60.4%	156,720 61.6%	61,365 62.0%	55,111 62.6%	220,054 60.8%	211,831 61.9%
Expenses Other than Compensation & Benefits <i>% of Revenues</i>	77,365 29.4%	68,715 27.0%	26,695 27.0%	25,939 29.5%	104,060 28.8%	94,654 27.6%
Operating Income (1) <i>% of Revenues</i>	\$26,909 10.2%	\$29,008 11.4%	\$10,845 11.0%	\$6,955 7.9%	\$37,754 10.4%	\$35,963 10.5%

Quarter Ended June 30, 2000

(In Thousands Except Percentages)

	Domestic		International		Total	
	2000	1999	2000	1999	2000	1999
Revenues	\$134,571	\$126,148	\$49,865	\$43,679	\$184,436	\$169,827
Compensation & Benefits <i>% of Revenues</i>	80,459 59.8%	75,896 60.2%	30,687 61.6%	28,006 64.1%	111,146 60.3%	103,902 61.2%
Expenses Other than Compensation & Benefits <i>% of Revenues</i>	40,632 30.2%	34,743 27.5%	13,627 27.3%	12,787 29.3%	54,259 29.4%	47,530 28.0%
Operating Income (1) <i>% of Revenues</i>	\$13,480 10.0%	\$15,509 12.3%	\$5,551 11.1%	\$2,886 6.6%	\$19,031 10.3%	\$18,395 10.8%

(1) Income before amortization of goodwill, net corporate interest, and taxes.



Crawford
Press Release

CRAWFORD & COMPANY 5620 GLENRIDGE DRIVE, N.E. P.O. BOX 5047 ATLANTA, GEORGIA 30302 (404)256-0830

CRAWFORD & COMPANY
CONDENSED COMPARATIVE BALANCE SHEETS
June 30, 2000 and December 31, 1999

(In Thousands)

<u>Assets</u>	<u>June 30</u> <u>2000</u>	<u>December 31</u> <u>1999</u>
Current Assets:		
Cash and Cash Equivalents	\$16,801	\$17,716
Accounts Receivable, Net	152,983	141,841
Unbilled Revenues	91,888	91,039
Prepaid Expenses and Other Current Assets	16,336	17,240
Total Current Assets	<u>278,008</u>	<u>267,836</u>
Property and Equipment, at Cost	158,297	166,552
Less Accumulated Depreciation	<u>(112,567)</u>	<u>(117,661)</u>
Net Property and Equipment	<u>45,730</u>	<u>48,891</u>
Other Assets	<u>167,394</u>	<u>157,301</u>
Total Assets	<u><u>\$491,132</u></u>	<u><u>\$474,028</u></u>
 <u>Liabilities and Shareholders' Investment</u>		
Current Liabilities:		
Short-Term Borrowings	\$48,362	\$38,914
Accounts Payable	28,711	29,575
Accrued Liabilities	73,434	66,202
Deferred Revenues	25,835	22,836
Current Installments of Long-Term Debt	236	463
Total Current Liabilities	<u>176,578</u>	<u>157,990</u>
Noncurrent Liabilities	<u>84,600</u>	<u>65,759</u>
Shareholders' Investment:		
Class A Common Stock, \$1.00 Par Value	23,692	25,892
Class B Common Stock, \$1.00 Par Value	24,707	24,826
Additional Paid-in-Capital	0	22,309
Retained Earnings	192,242	185,975
Cumulative Translation Adjustment	<u>(10,687)</u>	<u>(8,723)</u>
Total Shareholders' Investment	<u>229,954</u>	<u>250,279</u>
Total Liabilities and Shareholders' Investment	<u><u>\$491,132</u></u>	<u><u>\$474,028</u></u>