



Australia's Specialty Loss Adjusting Experts

Navigating complexity
with confidence



Technical expertise and established partnerships deliver the highest-quality service to properly assess, collaborate on, and resolve even the most complex claims.

Crawford's Specialty Loss Adjusting team is trusted by the world's top insurers, brokers and industry-leading companies.



Key Personnel



Matt Donnelly
Head of Specialty

Matt is the Head of Specialty Loss Adjusting across Australia, responsible for overseeing the part of our business that manages high-value and complex claims. This includes Commercial Property, Marine, Liability, Forensic Accounting, Construction, and Power & Energy.

Matt is an experienced Loss Adjuster who has handled Major & Complex Loss claims for a significant period and spent nearly 30 years in the insurance industry. He has held leadership roles in responding to major catastrophes across the Pacific region and has successfully managed significant claims in various sectors, including retail, manufacturing, hospitality, healthcare, and commercial strata.

Matt possesses particular expertise in restoration and reconstruction, having spent several years managing building repair companies for insurers.

GTS

Crawford understands that large commercial claims present diverse challenges and require a flexible, innovative approach to achieve the best possible solution. Our Major and Complex Loss team, known as GTS, is a global leader in the assessment and resolution of significant property losses, managing claims ranging from \$250,000 to over \$1 billion.

Our offering is built on technical expertise, effective project management, and exceptional communication. The GTS team leverages their extensive skills across Australia and globally, regardless of loss type or scale. With robust industry connections, GTS ensures a flexible, empathetic, and responsive client-focused approach, dedicated to resolving claims collaboratively by involving all stakeholders.

Crawford's GTS Adjusters have decades of experience and are experts in their field, possessing significant engineering, surveying, and construction qualifications. They excel at managing losses for any client, from individual business owners to multinational corporations. GTS's diverse expertise applies across all industry sectors, including government, retail, manufacturing, infrastructure, agriculture, and film and television.

Their technical expertise is at the forefront of our entire Adjusting arm, with the Crawford GTS team considered the pinnacle of our loss adjusting offering.

Key personnel



Joel Arbuthnot

Head of GTS

Joel has spent more than 12 years with Crawford, beginning his career in Belfast before relocating to Australia in 2017. Since joining Crawford Australia, he has held a number of roles across the business, building deep experience in major and complex loss and progressing through senior technical and leadership positions.

Most recently, Joel served as Executive Adjuster and NSW GTS Manager before being appointed Head of Global Technical Services for Australia. Over the course of his career, he has built a strong reputation for technical strength, sound judgement and calm, balanced leadership.

Joel is highly respected across the organisation for his commitment to developing emerging talent and building strong, capable teams. He brings a people-first mindset alongside deep technical expertise and continues to play a key role in strengthening Crawford's technical capability and leadership depth.

Crawford Forensic Accounting Services (CFAS)

Crawford Forensic Accounting Services (CFAS) is a global team of dedicated Chartered Accountants, Certified Public Accountants, Management Accountants, and Analysts specialising in forensic accounting.

Each team member provides independent advice on both insurance and non-insurance claims. In situations where Loss Adjusting expertise is required, CFAS offers dual qualified forensic accountants and chartered loss adjusters with experience in auditing, taxation, insolvency, and management accounting.

From the first notification of a loss, our team works seamlessly with Crawford Property Loss Adjusters and other Specialty teams to provide immediate assistance in developing claims mitigation and settlement strategies.

Key areas of expertise include:

- Advanced loss of profits
- Business interruption
- Class action
- Credit guarantee
- Fidelity guarantee and fraud
- Expert witness, recovery actions and litigation support
- Pre-risk surveys
- Product contamination, malicious tampering and extortion, product recall, product guarantee and product liability
- Stock
- Tax audit (excludes the United States and Canada markets)
- Cyber

Key personnel



Josephine Princi

Interim Head of CFAS

Josephine is a qualified Chartered Accountant with a decade's experience. She started her career in a tax & business advisory role, before moving to a loss adjusting firm in 2019 to specialise in Forensic Accounting. She joined Crawford in mid-2024 as a Senior Forensic Accountant and the NSW Team Leader.

Josephine has managed numerous business interruption and stock loss claims throughout the Asia Pacific Region and UK. Her experience spans across a multitude of different industries, including hospitality, marine, medical, automotive and manufacturing.

Liability

Crawford is aware of the need for a consistent and technically competent response to any liability loss. Our Liability Adjusters combine strong investigative skills with legal and insurance knowledge to deliver a best-in-class service unparalleled in Australia.

Our team of commercially aware Adjusters can provide advice on causation, legal liability, policy indemnity, quantum and recovery. They carry out detailed enquiries, obtain all relevant documentation and ensure that comprehensive evidence is collated quickly and efficiently, with all information set out in a succinct report tailored to your individual needs.

One of the advantages of working with Crawford Liability is the ease with which they can draw on the expertise of other specialists within our Crawford family, including our CRD engineers, qualified accountants, and major and complex property adjusters. By allocating the most suitable expertise to each case, we can speedily resolve every valid claim and effectively control claims cost, enabling a proactive and engaged customer experience.

The Crawford liability team has a full range of skills, experience and resources to investigate all types of liability claims, including:

- Public Liability
- Personal Injury
- Product Liability, Product Recall, Product Guarantee and Financial Loss
- Professional Indemnity
- Disease Liability
- Environmental Liability
- Subrogated Recovery Assistance

Key personnel



Derham Daymond

Head of Liability

Qualifications: BEc, ANZIIF (Snr Assoc), ACLA (Aff)

Expertise: PI, PL, PGR, Prof



John Van Wetering

National Manager for Injury

Qualifications: LLB, BEc, FCLA, FIFAA

Expertise: PI, MIC, PPL, SIL

Marine

The Marine and Transportation industry is a unique and complex field that demands specialised experience and expertise. Driven and highly accomplished, Crawford's Australian Marine Specialists can provide a complete claims management service, coordinating the adjustment of losses anywhere in the world.

Crawford Australia's Marine team is part of our Specialty Division and is certified by the Australasian Institute of Marine Surveyors (AIMS).

With a team that includes ex-seagoing mariners and engineers, cargo experts, insurers, solicitors, specialists in subrogation and recovery, and many more expert disciplines, can you afford not to engage Crawford?

Our Range of Services Includes:

Marine Cargo

- Cargo claims for all modes of transport, plus Heavy Lift/Project Cargo
- Pre-Shipment and Outturn Surveys
- Packaging and Storage Sustainability Inspections
- Salvage Operations
- Cargo Quantity and Quality Surveys
- Loss Control and Safety Assessment Reviews
- Marine Warranty surveys
- Inspection and Valuation of damaged containers
- Stow and lashing surveys
- Port Captaincy Service

Hull & Machinery

- Machinery Damage Surveys
- Pleasure Craft Surveys
- Pre-Risk/Ship Condition Surveys
- Full P&I Survey Representation
- Salvage Operations
- Insurance Claim Reviews
- Casualty Investigations and Matters of Litigation
- Expert Witness
- Engineering and Technical Reports
- Ship repairers liability
- Pre-AMSA inspection of Ocean Going vessels

Inland Transit and Carriers

- Representing cargo interests and/or principal contractors/subcontractors
- Damage and loss assessments including on-site inspection
- Salvage and subrogation
- Loss mitigation
- Static risks
- Domestic and international household removals

Key personnel



Kevin Roche

National Marine Manager

Kevin has more than 40 years' insurance industry experience in both Australia and the UK. He has had extensive claims experience across the entire range of marine products.

Kevin held a number of senior management roles prior to joining Crawford and, during his 10+ years leading the team, has used this knowledge to help tailor the Crawford Marine offering to meet client needs and expectations

Power/Energy, Construction and Engineering (PEAC)

Crawford & Company manages some of the most high-profile Power/Energy, Construction, and Engineering (PEAC) claims worldwide. Our expertise is trusted and often the first to be called upon in the event of a major loss.

PEAC risks pose unique challenges due to their complexity, scope, and severity. The risk and insurance community requires the assurance that every facet of the claim is managed by a team of experts with the experience and industry focus necessary to evaluate and assess damages as swiftly as possible.

Whether the loss involves a commercial development, renewables, public infrastructure, tunnelling, or power generation and transmission project, Crawford has a long-standing reputation for handling all types and sizes of losses in this sector. It also has the capability and capacity to provide an immediate response, 24 hours a day, 7 days a week, worldwide.

Crawford has one of the largest and most seasoned PEAC teams, with extensive experience managing complex claims.

Our dedicated team offers unrivalled expertise in all aspects of construction processes, materials, and practices, including:

- Power Station to Petrochemical Water Treatment Plants
- Airport Infrastructure
- Railway Infrastructure
- Tunnelling
- PFI Projects
- Building to Civil Engineering
- Heave and Slip
- Docks
- Soil Mechanics
- Motorway Infrastructure
- Mechanical and Electrical

Key personnel



David Boots

National Technical Head of Power/Energy, Construction and Engineering

David is the National Technical Head for Power/Energy, Construction and Engineering and a National Executive Adjuster, who started his professional career in 1987. Prior to being a Loss Adjuster, he worked in structural engineering and management, being a partner and a company director in consulting engineering firms over a 22-year period.

After moving into the insurance industry, David's vast experience meant he quickly became known for his handling of major and complex construction and engineering claims; specifically, his expertise in forensic engineering, project management, contract administration and risk assessments. David has a particular aptitude for defects, with his recent claims including a \$25M loss at a bulk storage facility and a \$11M loss during a health development project. He also has significant experience in catastrophe events, including having handled 2020 bushfire claims for a \$55M loss of government assets and a \$20M loss of regional road network.

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

About Crawford[®] Australia

From first notice of loss to resolution, Crawford & Company[®] has the right team, technology, and processes to handle any claim.

- + PROPERTY LOSS ADJUSTING
- + SPECIALTY LOSS ADJUSTING
- + CATASTROPHE RESPONSE
- + CYBER INCIDENT RESPONSE
- + MANAGED REPAIR
- + BUILDING CONSULTANCY
- + FORENSIC ENGINEERING
- + QUANTITY SURVEYING
- + THIRD PARTY ADMINISTRATION

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Crawford[®]

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