



Crawford & Company®
5335 Triangle Parkway NW
Peachtree Corners, GA 30092

FOR IMMEDIATE RELEASE

CRAWFORD AUSTRALIA APPOINTS NEW HEAD OF GTS

Joel Arbuthnot's appointment reinforces Crawford's internal talent development focus

SYDNEY, 3 FEBRUARY 2026: Crawford & Company (Australia) today announced the promotion of Joel Arbuthnot to head of Global Technical Services (GTS), reinforcing the organisation's commitment to developing internal talent and strengthening its specialist capability across major and complex losses.

Joel joined Crawford Australia in 2017 and has held a number of roles across the business, most recently as executive adjuster and team leader for GTS in NSW. Over the past nine years, he has built a strong reputation for technical strength, sound judgement and a commitment to developing emerging talent across the organisation. His strong leadership capability and deep understanding of specialty losses position him well to lead the GTS team into its next phase of growth.

Matt Donnelly, head of Specialty, commented: "Joel has grown into a highly respected leader who brings balance, technical strength and a real passion for developing people. His appointment is well deserved and reflects the positive impact he has had on our GTS team. I have every confidence he will continue to build capability and deliver for our clients."

Talking about his elevation, Joel said: "I am grateful for the opportunity to step into this role. It is a privilege to lead such a skilled group of specialty professionals who are committed to excellence in handling major and complex losses. I look forward to working with the team as we continue to strengthen our technical capability and provide the highest standard of service to our clients."

Jonathan Hubbard, president, Australia, added: "This promotion shows the depth of talent across our business. Developing our people and creating opportunities for them to step into leadership roles is central to our culture and our long-term strategy. Investing in internal capability enables us to remain strong, responsive and aligned to the needs of our clients."

This appointment reinforces Crawford's continued investment in internal talent development, succession planning and building a strong leadership pipeline to support sustainable growth.

About Crawford®

Based in Atlanta, Crawford & Company (NYSE: CRD-A and CRD-B) is a leading global provider of claims management and outsourcing solutions to insurance companies and self-insured entities with an expansive network serving clients in more than 70 countries. The Company's two classes of stock are substantially identical, except with respect to voting rights for the Class B Common Stock (CRD-B) and



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protections for the non-voting Class A Common Stock (CRD-A). More information is available at www.crawco.com.

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