

DWF and Proclaim announce Australian Claims team leadership changes



DWF and Proclaim have today announced a new leadership structure for their Australian claims management business.

Effective from 1 May 2026, the leadership team will be:

- Richard Thomas – Head of Territory
- Maria Rosman – Head of Claims
- Andrea Mulchrone – Head of Operations

The new structure has been designed to honour Proclaim's longstanding tradition of excellence while positioning the combined claims business for its next phase of growth as part of DWF's global platform.

Richard Thomas, who has led business development and client relationships, steps into a broader role and will be the senior leader for the territory as a whole.

Maria Rosman brings deep expertise from her role as Head of Liability where she has overseen the largest part of the business in insurance and corporate liability. As Head of Claims, she assumes management responsibility across all fee producing teams, including Accident and Health, Property and Professional Liability.

Andrea Mulchrone, who has led DWF's Australian Claims Management and Adjusting (CMA) business for over seven years, takes on responsibility for all operational elements of the combined claims business.

Transition arrangements

After 27 years leading Proclaim, Jon Broome will step back from his full-time executive role from 1 May 2026. He will continue until September as an advisor and mentor, supporting the leadership team on strategy and key client relationships through the transition.

Justin Harty, Operations Director for 26 years, will remain full-time until September, working closely with Andrea Mulchrone and supporting the continued integration of the

Proclaim and DWF claims platforms to ensure a seamless experience for clients and colleagues.

The business remains fully committed to delivering market-leading claims solutions across Australia and internationally as part of DWF's global platform.

Commenting on the changes, Jon Broome said: "Proclaim has always been defined by its people and its culture. I'm proud of what we've built over 27 years and confident that this leadership team will continue to grow the business while preserving the values that matter most to our clients."

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Background

DWF, a leading global provider of integrated legal and claims services, acquired Proclaim in September 2024 and has since continued to expand its Australian footprint across both insurance legal services and claims management.

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