

AICLA/ANZIIF

# CC17

Claims Convention



AICLA

[www.aicla.org](http://www.aicla.org)



ANZIIF

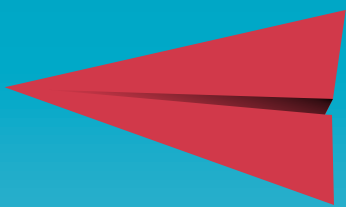
[www.anziif.com](http://www.anziif.com)

PLATINUM SPONSOR



21st September 2017

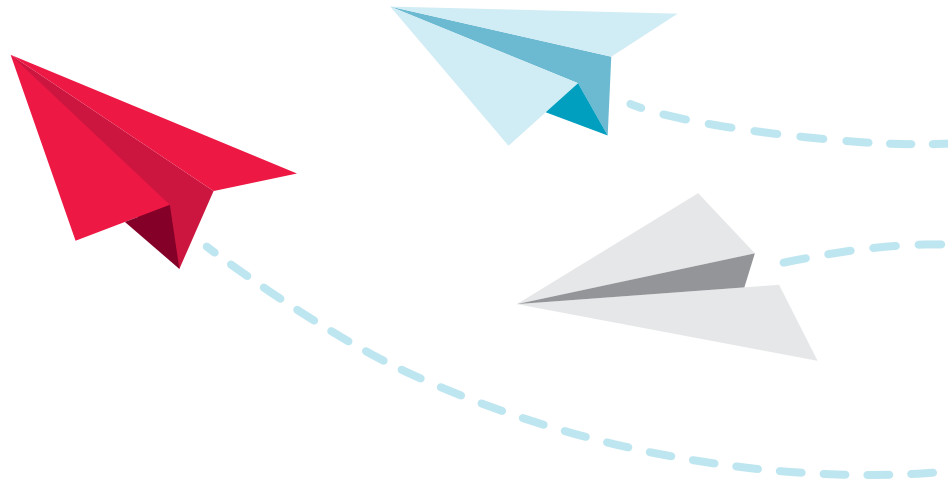
Sofitel Sydney Wentworth  
61-101 Phillip Street, Sydney



# The Art of Claims

Maintaining Customer Focus

Early Bird closing date: 18th August 2017



## About the Event

This year marks the 11th Claims Convention, a successful collaboration between AICLA and ANZIIF. The AICLA/ANZIIF Claims Convention is the leading insurance claims event in Australasia, attracting delegates, industry experts and world-class speakers from across Australia, New Zealand the Pacific and Asia.

Themed **'The Art of Claims – Maintaining Customer Focus'**, the AICLA/ANZIIF Claims Convention is designed to give claims professionals the insights and knowledge they need to tackle the key issues facing their sector both now and moving into the future.

A dynamic programme is planned and the event is an ideal opportunity to socialise and network with professionals from across the claims industry.

## Venue and Accommodation

The convention venue is the centrally located Sofitel Sydney Wentworth, 61-101 Phillip Street Sydney, 2000.

***Competitive accommodation rates have been negotiated and booking can be made by downloading the accommodation form here...***

***Accommodation (King room) includes free internet access.***

## Registration

Registration covers the **convention** (arrival tea/coffee, morning tea, buffet lunch, afternoon tea), **handouts** to delegates, plus the **dinner** which includes entertainment and drinks.

Attractive discounts are available for early registrations and for registrations of five or more from one organisation.

## Who Should Attend

Professionals engaged in the insurance industry, particularly in the area of claims including senior insurance company managers, brokers, re-insurers, loss adjusters, professional consultants, insurance lawyers, suppliers and service providers.

## Convention Dinner

The CC17 convention dinner will provide an unparalleled opportunity for you to connect with colleagues, develop new business relationships and exchange ideas with like-minded professionals. Dinner includes a three course meal, drinks and live entertainment.

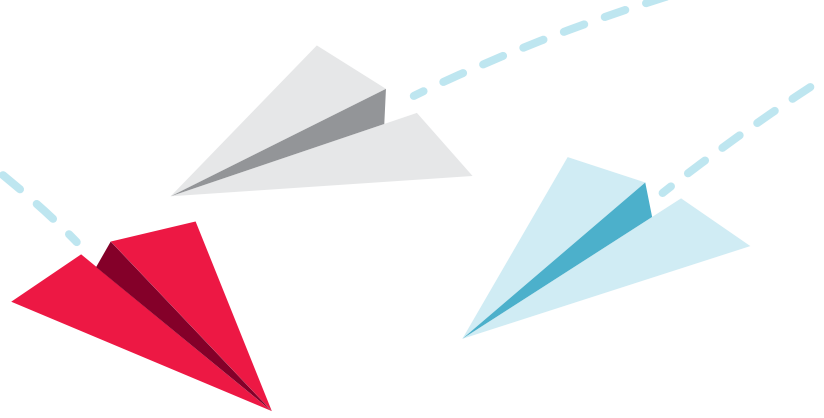
**Date:** Thursday 21<sup>st</sup> September  
**Venue:** Sofitel Sydney Wentworth  
**Time:** 6:30pm - 11:30pm  
**Cost:** Included in delegates registration.  
Additional tickets \$275 (GST incl)

## Professional Development

**ANZIIF:** 6 CIP Points  
**AICLA:** 6 CPD Points

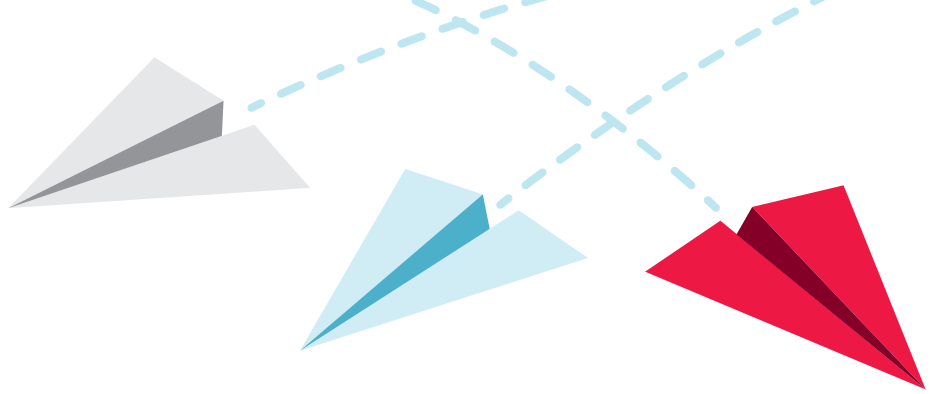
## Sponsorship

There are sponsorship opportunities available for interested parties. For a copy of the offerings, please contact Tony Libke AICLA Chief Executive at [adminoffice@aicla.org](mailto:adminoffice@aicla.org)



# Programme

SESSION TIME	TOPIC	SPEAKER	COMPANY	POSITION
8.00 – 9.00am	Registrations & Trade Exhibition Opens			
9.00 – 9.15am	Convention Opening and Welcoming Remarks: Prue Willsford - ANZIIF			
9.15 – 10.15am	<b>Is the Customer Important in the Claims Process?</b>	Nick Herford	Hello Claims	<i>Founder &amp; CEO</i>
		Gavin Gibson	Zurich	<i>Head of Customer - Claims</i>
		Adam Squire	Arthur J. Gallagher	<i>Head of Claims</i>
		Anita Wilson	Cunningham Lindsey	<i>National Manager Loss Adjusting</i>
		Ian McWalter (Moderator)	FT Adjusting	<i>Director</i>
10.15 – 11.00am	<b>Using Big Data and Analytics in the Claims Process</b>	Paul Crowe	Symbility Intersect	<i>Chief Executive Officer</i>
11.00 – 11.30am	MORNING TEA			
11.30 – 12.00pm	<b>The Challenge of Delivering Outstanding Claims Service in a Digital Age</b>	Hilary Bates	Zurich	<i>Chief Claims Officer, General Insurance ANZ</i>
12.00 – 12.30pm	<b>Re-imagining Claims</b> - Cognitive and Artificial Intelligence	Rod Bryan & Jane Dorter	KPMG	<i>Partner &amp; Director</i>
12.30 – 1.00pm	<b>Why are Claims Disputes Increasing and Taking Longer to Resolve?</b>	John Price	FOS	<i>Lead Ombudsman - General Insurance</i>
1.00 – 2.00pm	LUNCH			
2.00 – 2.30pm	<b>How Social Media is Changing Claims Handling</b>	Emma Hosking	Gallagher Bassett	<i>Business Development Manager - Strategic Sales</i>
2.30 – 3.00pm	<b>Claims as our Product, Delivered Through an Insurance Policy</b>	Chris Colahan	Berkshire Hathaway Specialty Insurance	<i>President, Australasia</i>
3.00 – 3.30pm	AFTERNOON TEA			
3.30 – 4.00pm	<b>Emerging Technology Trends in Claims</b> - including Satellite Imagery and Algorithms in Disaster Claims	Nick Teulon	FilteredHQ	<i>Emerging Technology Analyst</i>
4.00 – 5.00pm	<b>Techniques for Dealing with Difficult Claimants</b>	Dr Grant Lester	Victorian Institute of Forensic Mental Health	<i>Consultant Forensic Psychiatrist</i>
5.00 – 5.15 pm	Sponsors Prizes and Closing Remarks: Leon Briggs - AICLA / Cunningham Lindsey NZ			
6.30 – 11.30pm	GALA DINNER			



# Sponsors

Platinum



## Trade Exhibitors



## Speakers' Gifts



## Supporting Sponsors



## Satchel Sponsor



mainmark



# Registration

## Registration Form/Tax Invoice – CC17 Registration

Please complete form in block letters. Payment must accompany registration form.  
 For multiple registrations please complete separate sheet for each delegate.

### Delegate Details

Title:  Mr  Mrs  Ms  Dr

Membership Status:  AICLA  ANZIIF Master Id:   Non-Member

Surname: \_\_\_\_\_ Given name: \_\_\_\_\_

Organisation: \_\_\_\_\_ Position: \_\_\_\_\_

Address: \_\_\_\_\_

State: \_\_\_\_\_ Country: \_\_\_\_\_ Postcode: \_\_\_\_\_

Business phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email *(confirmation will be sent to this address):* \_\_\_\_\_

Preferred name on badge: \_\_\_\_\_

Dietary requirements *(please specify):* \_\_\_\_\_

### Convention Registration (21<sup>st</sup> September)

**CONVENTION** *(Convention Materials, Lunch and Refreshments)*  
**INCLUDES ONE CONVENTION DINNER TICKET**

**Early Bird** *(paid by 18<sup>th</sup> August 2017)*

	Member AICLA, ANZIIF	Non-Member
	AUD\$ <i>(inc.GST)</i>	AUD\$ <i>(inc.GST)</i>
Individual registration	<input type="checkbox"/> \$770	<input type="checkbox"/> \$990
Multiple registration <i>(5 or more from one company)</i>	<input type="checkbox"/> \$730	<input type="checkbox"/> \$940

**Standard** *(paid after 18<sup>th</sup> August 2017)*

Individual registration	<input type="checkbox"/> \$880	<input type="checkbox"/> \$1,100
Multiple registration <i>(5 or more from one company)</i>	<input type="checkbox"/> \$840	<input type="checkbox"/> \$1,050

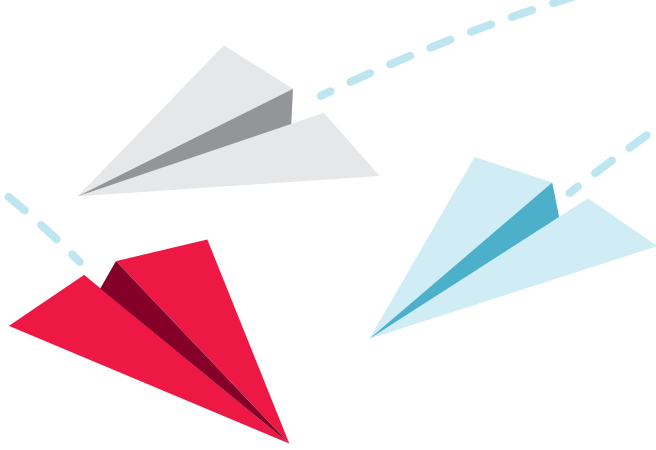
Convention Dinner Only  \$275 *(inc. GST)*

Name: \_\_\_\_\_

Dietary requirements *(please specify):* \_\_\_\_\_

### Total Amount Payable

Convention & Dinner *(and any additional Dinner tickets)* **TOTAL AUD\$ *(inc. GST):*** \_\_\_\_\_



# Payment Details

## Option 1

EFTPOS/ DIRECT CREDIT      Amount AUD\$:      Date payment made:    /    /

**Bank account:** National Australia Bank  
**Bank address:** 308 Queen Street, Brisbane Australia 4000  
**Account name:** Australasian Institute Of Chartered Loss Adjusters (AICLA)  
**BSB number:** 084-004  
**Account Number:** 67-724-4840  
**Reference:** Your Name/Company as per registration form

## Option 2

CREDIT CARD     Visa     Mastercard

**Card Number:**                        

**Cardholders Name:**      **Card Expiry Date:**    /

**Amount AUD\$:**

**Email (for payment receipt):**

**Cardholders Signature:**      **Date:**    /    /

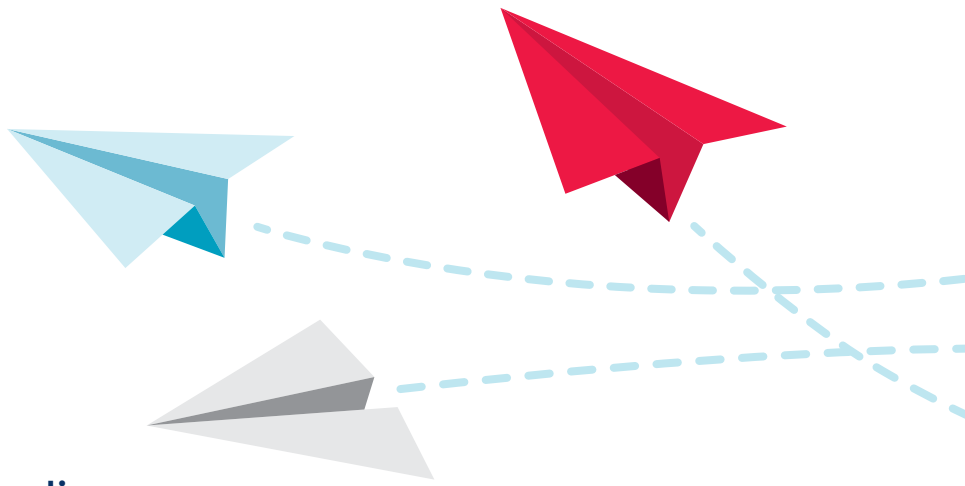
## Accommodation

For accommodation bookings please download the accommodation form and return directly to the Sofitel Sydney Wentworth



S O F I T E L  
LUXURY HOTELS

[CLICK HERE TO DOWNLOAD ACCOMMODATION FORM](#)



## Cancellation and substitution policy

In the event of a registrant's inability to attend, a substitute delegate is welcome. Alternatively a full refund, less 25% service charge will be made for cancellations advised by letter, fax or email up to fifteen (15) working days prior to the event. Regrettably, no refunds can be made after this time.

## Changes to the programme

If necessary the organising committee reserve the right to alter the programme without prior notification to delegates.

## Organising Committee

**Leon Briggs** - AICLA/Cunningham Lindsey NZ  
**Sally Wilson** - ANZIIF  
**Craig Mcleod** - Crawford and Company  
**Greg Johnson** - Savill Johnson  
**Sherrie Morton** - AXA Corporate Solutions Assurance  
**Adam Squire** - Arthur J Gallagher  
**Tony Libke** - AICLA

## Privacy Policy

The information you provide to AICLA/ANZIIF will not be released to any other person or organisation without your consent unless required to do so by law.

- Please tick if you **do not** wish your name and contact details to be released to the sponsors of this event.
- Please tick if you **do not** wish your name and company to be listed on the convention attendance sheet.

## To confirm your registration

Please complete the form with payment and return to:

Australasian Institute of Chartered Loss Adjusters (AICLA)  
GPO Box 1705,  
Brisbane Qld 4001

**OR**

**Fax:** +61 7 3221 7267  
**Email:** [adminoffice@aicla.org](mailto:adminoffice@aicla.org)

## Enquires

**Phone:** +61 7 3229 6663