

AICLA/ANZIIF

CC17

Claims Convention



AICLA

www.aicla.org



ANZIIF

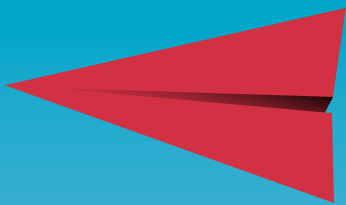
www.anziif.com

PLATINUM SPONSOR



21st September 2017

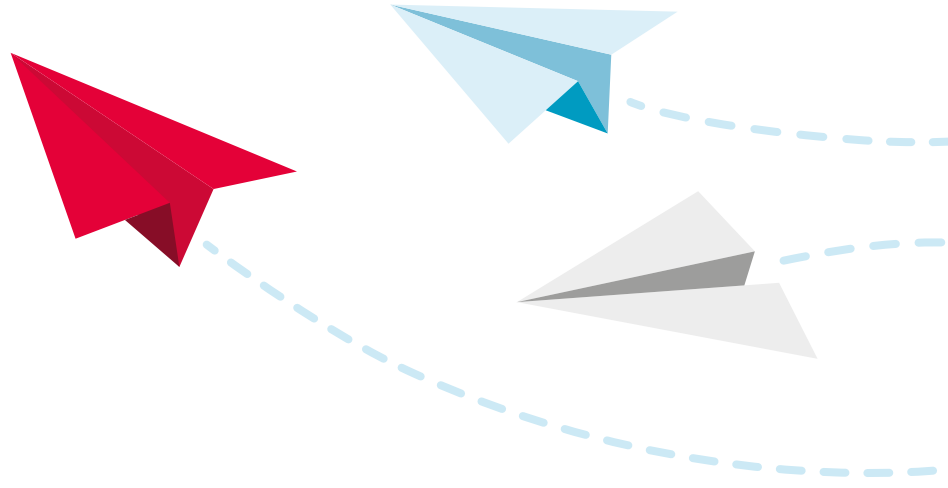
Sofitel Sydney Wentworth
61-101 Phillip Street, Sydney



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.

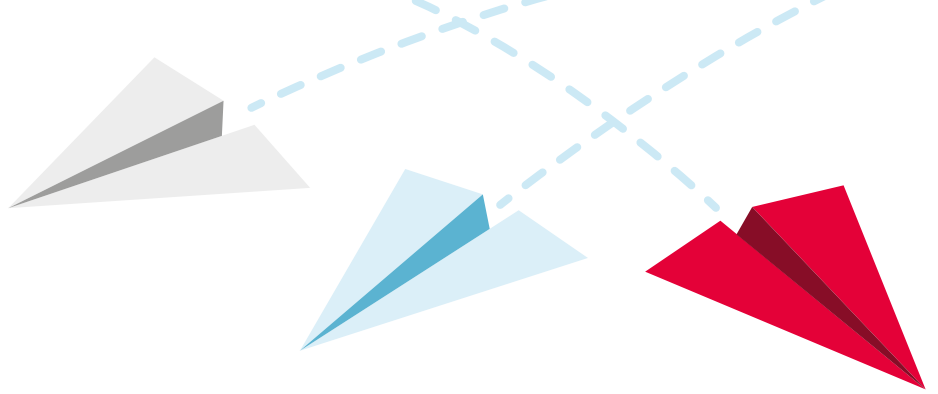
- Date:** Thursday 21st September
Venue: Sofitel Sydney Wentworth
Time: 6:30pm - 11:30pm
Cost: Included in delegates registration.
Additional tickets \$275 (GST incl)

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



Planned Topics

- Is the Customer Important in the Claims Process?
- Dealing with Problem Claimants
- Why are Claims Disputes Increasing and Taking Longer to Resolve?
- Using Big Data and Analytics in the Claims Process
- Innovative Policies and Approach to Insurance
- Customer Focus and Social Media in Claims
- Will Technology Replace the Direct Customer Relationship?

Sponsors

Platinum



Trade Exhibitors



Speakers' Gifts



Satchel Sponsor



Supporting Sponsors





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 (21st September)

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

Early Bird *(paid by 18th 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 18th 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

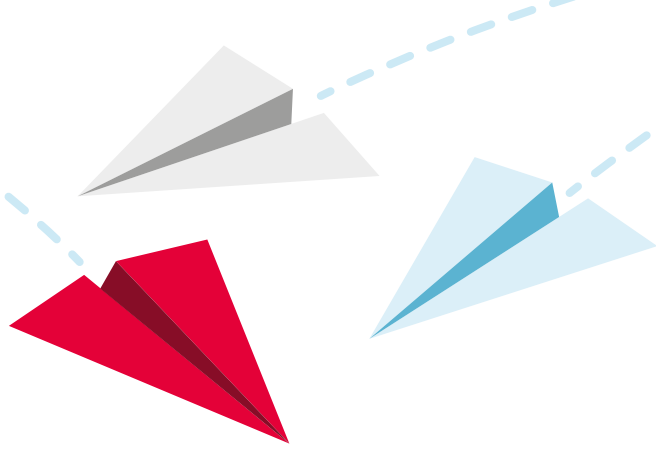
Convention Dinner Only \$275 *(inc. GST)*

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:** / /

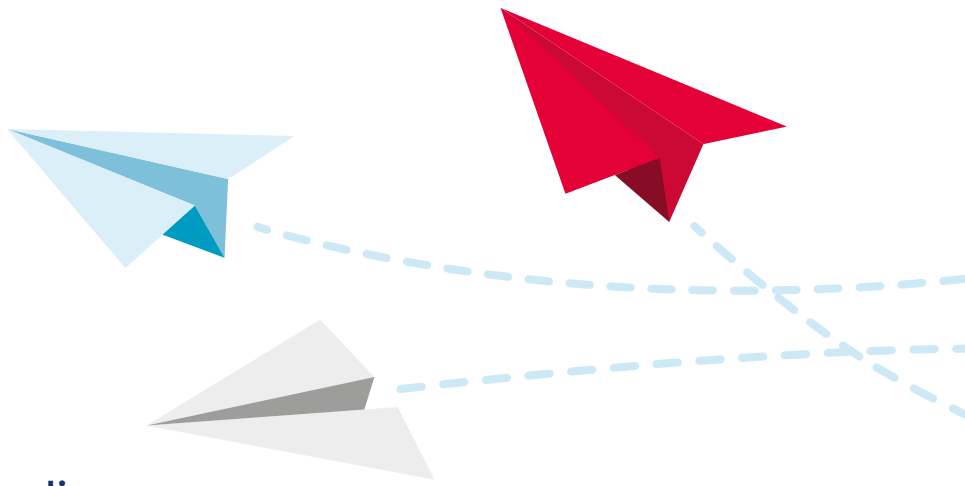
Accommodation

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

Enquires

Phone: +61 7 3229 6663