



FROM THE INSTITUTE PRESIDENT, IAN LAVIN

For the first time in a number of months it is indeed pleasing to be able to reflect on a period of relative benign activity with no major events having occurred in our region. Reports from members still indicate extreme levels of activity which is not surprising given what has occurred.

The last few weeks have been busy for Tony Libke and I with our involvement in the organization of Claims Convention 2011 and a 10 day trip to Asia visiting four countries. Also joining us on the tour was Jeffrey Tan our International Division Chairman.

CC11 planning is now well advanced with the programme almost set and a theme of 'Insurance - Rebuilding Communities' adopted.

We have secured an excellent array of speakers and so if you haven't already done so please earmark 18 & 19th August 2011 for the Westin Hotel Sydney. A 'flyer' from ANZIIF will be forthcoming shortly.

Our trip to Asia commenced with a meeting of members and interested adjusters in Hong Kong over lunch at Louis's Steakhouse in Wanchai.

In Jakarta an audience of 23 attended a Business Interruption seminar conducted by Jeffrey and I also contributed with an overview of the recent Catastrophe events in Australia and New Zealand. We held a meeting with the executive of APKAI (representative body for loss adjusting firms) the recently elected chairman of which is AICLA member Budi Maharesi.

We were also pleased to meet with Mr. Isa Rachmatrwwata the Head of the Insurance Bureau at the Ministry of Finance who is in charge of overall regulation of the insurance market in Indonesia. A degree of interest was expressed by Mr. Isa Rachmatrwwata in the Claims Technician's course as they have a thirst for improving the overall level of technical competence in their market.

In Kuala Lumpur we enjoyed a pleasant evening with Andrew Homewood the President of CILA and their CEO Malcolm Hyde (accompanied by his wife Sally). Topics of mutual interest were candidly discussed and agreement reached to stay in touch on matters of common interest.



Members' Meeting Kuala Lumpur



Malaysian Insurance Institute – Senior Staff

The following morning involved a breakfast meeting with the local adjusting CEOs and valuable information was shared. A meeting then followed with executives of the Malaysian Insurance Institute and we were also treated to a visit to their central city campus facility, which incorporates a world-class training venue and a most impressive and comprehensive 'insurance library'.

A very enthusiastic group of 50 Malaysian adjusters gathered at the Hotel Equatorial in KL to listen to our presentations and much information on our respective markets was shared.

It was then on to Singapore, lunch with the board of Singapore Insurance Institute who have successfully adopted the AICLA claims technician course. This was followed by presentations to members and prospects at our hotel.

The following day heralded a breakfast meeting with the adjusting firms' CEOs followed by a meeting with the executive of the Singapore Insurance College at their campus. Finally, we met with the President of IFAA, Mr. Paul May. It was beneficial to hear of Paul's objectives for the future of IFAA.

At each members' meeting Tony provided an overview of the Diploma and current membership statistics with some amplification from yours truly regarding immediate objectives.



Members' Lunch Hong Kong



APKAI Executive Indonesia



Singapore Insurance Institute Representatives

I can assure you that a couple of cold 'Tigers' at the iconic 'Raffles Hotel' was most welcome come late Friday afternoon. We were exhausted. Who said travel on this scale was fun?

The highlight for me was witnessing firsthand how well qualified the membership base in Asia is, their relative youth, enthusiasm and thirst for knowledge. It was also very interesting speaking to a number of adjusters who had

attended either in Australia or New Zealand assisting with the recent Cats. Without exception they all thoroughly enjoyed the opportunity and learned much from the experience.

One recurring theme which is an obvious irritation in the countries visited is the cost of our examination programme. Without exception, at every meeting involving members this issue was raised and this is a real challenge for the future especially given the strength of the Aussie dollar and the imbalance of our salary rates compared with most Asian countries.

The diploma cost concessions which have recently been negotiated with ANZIIF for emerging countries are very much appreciated but it is obvious that we will need to strive to do more to assist our members and prospective members in the International Division.

Finally, in relation to the trip my thanks to Tony and Jessica at the Secretariat for their faultless planning. The success of the visit would not have been possible without the assistance of AICLA Division members, Paul Lam, Alfred Lee (Hong Kong), Stephen Kwang (Singapore), Johari Subianto (Indonesia) and Jeffery Tan (Malaysia). Thanks also to all members and their guests who attended meetings and who made the trip so memorable.

Until next month...

**Kind Regards,
Ian Lavin, President**

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Brent Mills	Provisional	Tasmania
Laurie Simmons	Provisional	Tasmania
Alex Neoh	Affiliate	Malaysia
Navin De Silva	Affiliate	South Australia
Gordon Paulsen	Provisional	NSW
Matthew Stubbins	Affiliate	New Zealand

ELEVATIONS

Name	Class	Division
Joanna Elias	Affiliate	NSW

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

As an essential part of the activities of any professional organisation, AICLA has a regime of Ongoing Professional Development. Members are expected to further their professional development via educational activities, including participation from a range that includes seminars and conferences as well as local initiatives. Amongst these Continuing Professional Development activities, we offer an on-line 24/7 CPD facility, available to all members and particularly useful for those adjusters who cannot for various reasons attend enough seminars/conferences etc.

Directly available on the AICLA website you will find a wide range of papers, catering for various levels of experience and competence. We have made access very simple and intuitive. Please see the end of this piece for brief instructions on how to access the facility.

This month we briefly consider how one 'outsider' views part of our industry. In 2008, Lesley Parker wrote in the Sydney Morning Herald about the insurance problems that can be faced by those who rent a home. She explores the fact that landlords and tenants often have conflicting interests where a loss occurs. In particular, the tenant may be subject to recovery action, sometimes involving very significant sums.

We include the article 'Insurance Jam for Renters' (with permission) at CPD022. See what you think. If you feel some points are not correct (or no longer valid) and that the writer has been poorly informed, then please bear in mind that the writer is a journalist and not an insurance specialist! On the other hand, you may feel that the article raises a very valid point. Most tenants are not able to personally respond to large recovery demands.

Enter the on-line CPD menu at any time via 'Professional Development' on our Home page (or via the hotlink below). A password routine is in place for this facility. Members should use the **User name 'cpduser'** and the **Password 'aiclapd'**. (These are not case sensitive but do not enter the quotation marks!) Your browser may give you the opportunity to check the 'Remember this password' box.

We look forward to seeing you there!

[Go to on-line to CPD now...](#)

DIVISION NEWS

QUEENSLAND

The Annual Charity Golf Day is planned for Tuesday 21 June 2011 at the Virginia Golf Course. This is a very popular event with members, suppliers and other insurance industry guests. A notice will be forwarded shortly to members.

NEW ZEALAND

Members are reminded that the New Zealand Division AGM will be held at West Plaza Hotel, Wellington on Saturday 14 May 2011 at 9am.

Followed by morning tea at 10am.

Lance Dixon from EQC will speak followed by discussion and then lunch.

The AICLA President Ian Lavin and Secretary Tony Libke will be attending the AGM.

Meeting closes after lunch.

DIPLOMA ENROLMENTS DISCOUNTS

ANZIIF is offering a discounted fee of AUD\$580/module for students in selected emerging market countries. The list of emerging markets include Fiji, Papua New Guinea, Thailand and Vietnam. Also in a separate arrangement, students in India, Indonesia and Philippines can enrol in the loss adjusting diploma at a cost of AUD\$400/module compared with the normal cost of AUD\$830. A full list of emerging markets countries is available on the ANZIIF website www.theinstitute.com.au. The next enrolment date for the diploma course is 12 May 2011.



AICLA offers members the opportunity to advertise positions vacant in LA News.

The cost is \$150.00 (+ GST) and the advertisement will be run for up to two months. The advertisements also appear on the AICLA website www.aicla.org. If you wish to advertise, please send information to adminoffice@aicla.org. Advertisers can remain anonymous with job applicants responding direct to AICLA.

PROPERTY LOSS ADJUSTOR



QBE is recognised as Australia's largest international insurance and reinsurance company with operations in 45 countries around the world, and is one of the top 25 global general insurers.

We currently have a vacancy for a Property Loss Adjuster to assess and settle commercial and domestic claims in an efficient, accurate and professional manner. This position is based in Melbourne but you will need to have the flexibility to travel within the metropolitan area, interstate from time to time and work from a home office as required.

This role will give you the authority to manage your own portfolio of claims and work as part of a national team to achieve set targets and standards. You will inspect and report on all property losses and make recommendations to Underwriters on risk acceptability together with any necessary improvements.

You will also need to be able to communicate effectively with customers and suppliers and build solid relationships with staff, customers, brokers and service providers. You will be comfortable discussing all stages of the claims process and committing to deliver set actions within agreed time frames. The role will require you to pro actively seek all the information needed and prepare detailed reports to ensure the accurate settlement of each claim with in a delegated authority.

To be successful you will have a proven background in Property Loss Adjusting with demonstrated strong communication, influencing and negotiation skills and the ability to work autonomously. Applications will also be considered from those with a strong property claims background looking to commence a career in Property Loss Adjusting'.

For additional information please contact Duncan on 03 9246 2819.

To apply please visit www.qbecareers.com.au

SPECIALIST LINES WANTED – ALL STATES



Australian Network Adjusters (ANA) has earned an enviable position in the market as providing one of the best claims handling service.

The Company's competitive advantage and growth strategy is based on using the best people to deliver our proprietary developed Process Management System to Clients who value knowledge based expertise, experience and personal service. Our business model of strategic alliances allows us the flexibility to form partnerships with companies who share this vision.

ANA has been in the Australian market for over 10 years and following the recent storms in Queensland and last year in Melbourne and Perth, have shown our Clients that we deliver on our promises. As a result, we continue to increase our work flow and in anticipation of more work in the months to follow, would like to invite additional loss adjusting companies to join us as ANA Network Members.

We are currently looking to engage Network Members (independent loss adjusting companies) with expertise in general adjusting and specialist adjusting, in all states and immediately in New South Wales, South Australia and Tasmania. We expect that you would be an experienced adjuster working on your own or employing a few adjusters, have experience in handling all types of Property losses and / or as a Specialist adjuster in the fields of Liability, Contract Works and Marine claims.

If you want to continue to be an independent operator but are willing to comply with ANA's service and compliance standards and share the benefit of the support and assistance of a national management company than we would like to hear from you.

Membership of AICLA or willing to join would be an advantage.

Please direct all applications to recruit@ana.net.au or call the Managing Director, Jaye Kumar on 0418 922 755 for further details.

All enquiries will be handled in strict confidence.