



FROM THE INSTITUTE PRESIDENT, IAN LAVIN

Hello again. Another month has passed and although there has returned some normality to market conditions from all accounts members across New Zealand and Australia remain extremely pressed both with normal business matters and work in progress.

May is busy for your Board with a Directors' Meeting being held in Melbourne in the first week. This was followed mid month with the President's and Secretary's annual trip to New Zealand.

The Board Meeting in Melbourne welcomed recently appointed director Keith Patterson, representing Queensland.

We had a full agenda and a mandate was given to enter into discussions with ASIC over the desirability for appropriate minimum requirements for the use of the title 'Loss Adjuster' as there is much confusion in the market place. Of course we have a degree of control over 'Chartered Loss Adjuster' but that is where it stops. The Board feels that it is important for there to be differentiation as the unfavourable recent 'Press' is irksome as it tends to tarnish one and all irrespective of qualifications and level of training.

The Board was updated on the new 'base entry' qualification and we are now at a stage where we need to obtain 'buy-in' from the majors and move earnestly forward. Feedback to date regarding the concept has been encouraging.

Approval was given to proceed with a claims convention in Shanghai, in April 2012. This is a follow on from the successful claims convention we held in Kuala Lumpur 2010. There is much to be done to bring this to fruition but already we have our sights on a smorgasbord of interesting topics. I will keep you informed as the convention develops but would welcome any feedback from members with ideas for content or suitable speakers.

Concern was expressed at the meeting regarding the difficulties some members are experiencing in maintaining CPD accreditation (30 hrs each year). It is worthwhile all members review the requirements especially the availability of 'on line' education such as the papers available on our web

site which may provide an alternative pathway to those who are currently extremely 'time poor.'

On our trip to Wellington New Zealand we attended the NZ Division AGM and this included a presentation by the Earthquake Commission followed by an overview on the 2011 Australian catastrophe situation. Unfortunately, the NZ Division had to cancel their annual conference because of the sheer volume of work being experienced by members. In lieu, the Division is sponsoring all NZ based members attending CC11 NZ\$200, an amount also being matched by the Board as a 'one off' for NZ members providing total relief for NZ members of NZ\$400. The decision to do so was unanimous at the Board Meeting and reflects the fact that NZ members have missed the opportunity to stage their own conference this year because of circumstances beyond their control. We are hopeful that this will be an incentive for NZ members to gather in Sydney for CC11 on 18 & 19 August.

Whilst in NZ we also had interesting discussions with senior staff at the NZ Insurance Council and Earthquake Commission and shared valuable information regarding the catastrophes that have hit our respective markets.

Finally, in closing I wish to pay tribute to the sterling efforts of retiring Board member Grahame Smith (NZ) and welcome Leon Briggs, the new NZ Division Chairman and Board director.

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 |
|-----------------|-------------|-----------|
| Chi Hung Fong | Provisional | Hong Kong |
| Darren Williams | Provisional | Tasmania |

ELEVATIONS

| Name | Class | Division |
|--------------------|-----------|------------|
| Rames Supramaniam | Affiliate | Malaysia |
| Brijesh Bhanvadiya | Associate | Queensland |
| Khoo Hin Ooi | Associate | Singapore |

TONY MORGAN – ANZIIF PRESIDENT

Well known and highly respected AICLA member Tony Morgan was elected President of ANZIIF at their recent AGM. Tony is National Executive Adjuster at Cunningham Lindsey, an author and experienced public speaker at seminars and conferences in the area of business interruption insurance. Tony is a former CILA Australasia President and was an inaugural director on the AICLA board in 1997.

AICLA WEBSITE

Some recent statistics on hits to the AICLA website show a 30% increase in overall numbers from October 2010 to January 2011. Visits to the website in April 2011 were still running 13% ahead of the October figures. Most visits were to locate an adjuster using the geographic location finder. There was also a big increase in the number of visits to how to join AICLA.

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

As professionals, we simply have to participate in ongoing development, even when at times other pressures militate against it. Yes, the busier and more successful we are then the harder it is to find time to take part in any such program. But it must be done. Additionally, attendance at seminars and similar functions increases our opportunities to network and to exchange views. This is of course the reason why such attendance attracts multiple CPD points.

However, we know that it is difficult to justify long distance travel that is not for direct claims work, especially in current conditions. Therefore, for out-of-town adjusters in particular, a number of alternative ways have been provided of furthering development and accumulating the necessary CPD points that monitor this. Amongst these, we offer an on-line 24/7 CPD facility easily accessible to all members.

Our on-line CPD papers cater for a wide range of abilities and experience, and are added to frequently. They are available on our website as outlined at the end of this piece.

A very topical issue at this unprecedented time of disasters is nuclear risk. By courtesy of Tom McDonald we reproduce his comprehensive paper discussing the background to nuclear risk and in particular the rationale behind the typical nuclear risk exclusion. Most people are fully aware of the risks attached to nuclear power. But many people have no idea how many minor nuclear devices proliferate in industry and even the home! In what way might the typical nuclear exclusion affect you in your work?

Read about this in **'The Nuclear Exclusion' at CPD035**, where Tom wonders 'Who has been tampering with it?'

Enter the on-line CPD menu via the hotlink below or at any time via 'Professional Development' on the AICLA Home page. Members should use the User name **cpduser** and the Password **aiclacpd**. 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 CPD now...](#)

CLAIMS INFORMATION

The following is a claims report from ICA on recent Disasters in Australia

CURRENT DISASTER STATISTICS at 21 April 2011

| Event | Catastrophe Number if declared | Date dd/mm/yy | Location | State | Numbers of Claims | Cost (Current Figures (\$mil)) |
|--------------------|--------------------------------|----------------------|---------------------------------------|-------|-------------------|--------------------------------|
| QLD Flooding | Cat 105, 111 & 112 | 21/12/10 to 14/01/11 | QLD, Rural, Toowoomba, Lockyer Valley | QLD | 52,683 | \$2.6 Billion |
| VIC Flooding | Cat 113 | 13/01/11 to 18/01/11 | VIC | VIC | 6,713 | \$83 Million |
| QLD Cyclone YASI | Cat 114 | 02/02/11 to 07/02/11 | QLD | QLD | 65,200 | \$967 Million |
| VIC Severe Storms | Cat 115 | 04/02/11 to 06/02/11 | Melbourne & Suburbs | VIC | 41,247 | \$316 Million |
| WA Perth Bushfires | Cat 116 | 05/02/11 to 07/02/11 | Perth & Surrounds | WA | 410 | \$35 Million |

DIVISION NEWS

SOUTH AUSTRALIA

Diary Sponsors

Diary advertising provides a major source of income for local divisions. In an attempt to increase advertising in the 2012 diary, the SA Division is in the process of identifying and inviting all suppliers to the SA insurance market to advertise their business in the diary. Can members please forward the names and contact details of any supplier they use that would benefit from advertising in the diary so that we can forward them an invitation. Please forward your nomination by end May 2011.

Formal Luncheon - 5 August 2011

Due to current heavy workloads, the formal luncheon usually held mid year has been scheduled to occur on 5 August 2011. Can members please make a note in their diaries. Further details will be released shortly.

NEW ZEALAND



Members at New Zealand AGM

The New Zealand AGM was held in Wellington on 14 May 2011. At the meeting Grahame Smith who had served eight years on Council including three as Chairman

did not seek re election. The new Council elected for 2011/12 was, Leon Briggs – Chairman, Bruce Weeds – Secretary/Treasurer and Gillian Stretch, Jim Todd, Peter McLeod and Duncan Moonlight – Councillors.

QUEENSLAND

The Queensland Golf Day will be held on Tuesday 21 June 2011 at Virginia Golf Club. The Queensland Division would like to acknowledge the support for the event, which benefits the Royal Children's Hospital Foundation, from the following sponsors:

- BMR Building Solutions
- Elite Building Group
- Restorative Solutions
- Intebuild Pty Ltd
- Insight Restorations Pty Ltd
- Lloyds Auctioneers & Valuers
- Bay Building Services
- New Life Restorations
- Pattersons Insurerbuild
- Westaway Restorations
- R & S Trading Pty Ltd

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 Adjustor 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

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

The cost is \$250.00 (+ 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.