



## FROM THE INSTITUTE PRESIDENT, IAN LAVIN

Welcome to the first edition of LA news for 2012.

Following a record year as reported by the major reinsurers for CAT losses globally the question now is what will 2012 bring? Despite Melbourne in particular being impacted by storms, the market in Australia is relatively quiet, New Zealand remains busy with continuing legacy issues from the earthquake and pockets in Asia such as Thailand are extremely busy.

I have spent most of the last three months in Bangkok assisting with major losses and dealing with what can only be described as staggering numbers. It's been a real challenge and apart from all of the issues usually confronted there is a heavy dominance of Japanese investment in the areas affected which creates additional language issues both with oral and written communication and document analysis.

I also had the recent opportunity to attend a conference in Hawaii. One of the topics for discussion was the general ability of adjusters to respond to a major earthquake event in California. Seismologists are extremely concerned that the seismic activity that has occurred on the western side of the 'Pacific rim of fire' has created an increased risk along the US west coast fault lines such as the infamous San Andreas fault. Given the density of population in the strip between north west of San Francisco and San Diego (including Los Angeles in particular) the volume of claims and economic losses would be enormous in the event of a large and shallow earthquake.

There were no easy answers to the resourcing issue but suffice to say huge challenges would be presented to both insurers and their service providers. There are local requirements that demand certification for adjusters.

Don't forget the Asian Claims Convention in Shanghai on 18-19 April. A copy of the convention brochure is available below. An excellent program with speakers from Asia, Australia and New Zealand has been arranged and the event provides a unique opportunity to visit one of the great cities of the world. The early bird discount for registrations and chance to win the Mont Blanc pen close on 16 March 2012.

In late November the Admin Office distributed a survey for completion as part of our continuing quest to remain relevant to our members. Results of the survey are contained in this edition. It is important that we establish how AICLA is viewed by members, what are your likes, dislikes and what areas of improvement we can provide. Surveys usually receive a mixed reception but we are delighted with the response which on a comparative basis was excellent with 35% of members responding and certainly sufficient to provide meaningful feedback. The AICLA Board will be examining the survey results in detail at the next meeting in May. A big 'thank you' to all who participated in this valuable exercise.

Until next month...

**Kind Regards,  
Ian Lavin, President**

# ASIAN CLAIMS - CONVENTION -

There has been a significant amount of interest for the Asian Claims Convention which is being organised by AICLA in Shanghai on 18-19 April 2012. Partners in the event include the International Federation of Adjusting Associations, The Malaysian Insurance Institute and the Singapore College of Insurance. An excellent program is in place and it is anticipated that the convention will attract loss adjusters and others involved in the claims industry from throughout Asia and the Pacific region.

[Download more information today!](#)



## CC12

**The Claims Convention will be held at the Westin Hotel in Sydney 2-3 August 2012 (not 23-24 August 2012 as shown in the AICLA diary). Planning for the convention is well underway.**

## C.O.P CHANGES

The Insurance Council of Australia has released a revised General Insurance Code of Practice with the changes to take effect no later than 1 July 2012. Sections 37 covers Insurance Claims and Section 4 covers Responding to Disasters and Catastrophes.

[A copy of the revised COP is available here.](#)

## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

As I write, there is an ominous rumbling in the distance, and on my computer screen I can see that multiple lightning discharges are occurring across a wide area in Central NSW. This was once only of passing interest and the basic avoidance of eg driving in a storm area or sheltering under a tree(!) But now, with an office full of computer and communications equipment as well as a hobby workshop containing other electronic devices, my concerns are more real!

Lightning and its dangers to life in certain circumstances have been part of folklore back into the distant reaches of mankind's time on earth, and of course have been the subject of religion, superstition and more. Thankfully, we have moved away from sheltering under tall church spires to appease the gods (and thus being struck) or hiding in laurel bushes. The ladies do not go about with lightning arresters stuck in their bonnets and people in the know do not make a point of avoiding looking in mirrors. But all these hopeful procedures were once tried, including resting quietly on a bed suspended from the ceiling by silk insulating straps!

Lightning is of course a standard peril. Despite its violent manifestation, the global amount of visible physical damage is quite low. However, the universal use of solid state electronic equipment has changed the scene somewhat.

What actually causes lightning? Why has the advent of solid state electronic equipment so changed the scene? What are the actual risks to life and property? And what are the insurance implications? To answer all these questions and more read our paper about lightning at CPD012 and then try the Quick Quiz.

You can enter the on-line CPD facility using the hotlink below, or by navigating through 'Professional Development' on the AICLA website Home Page. Members should use the User Name **cpduser** and the Password **aiclapd**. Your browser may offer the opportunity to 'Remember this password'.

We look forward to seeing you there.

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

## VALE BRUCE WEEDS



1946 - 2012

*New Zealand members were saddened to hear of the passing of the former New Zealand Division secretary/administrator, Bruce Weeds. Bruce died surrounded by his family on New Year's Day from complications after a medical procedure related to his longer-term health issues. He was 65.*

*Bruce had a number of professional accounting roles during his long career, more recently with EMI Recording and Fonterra. About 12 years ago he stepped back to spend more time with his family, and took on a number of roles compatible with that aim, including the function of NZ Division Secretary/Administrator in 2000. Bruce served AICLA NZ well, with his enthusiasm and personal integrity, and he is well remembered as someone always concerned about the person as well as the task, taking an interest in everyone he dealt with – it was not possible to be ignored at a meeting or dinner if Bruce was there! He was a character full of life and energy. I well remember Bruce turning up to dinner at my home with a sledgehammer rather than a bottle of wine when he knew we were about to start alterations – he started that night!*

*Bruce had moved to the seaside town of Waikanae, to spend more time relaxing with family and had only just retired from his AICLA role at the end of 2011.*

*Bruce's funeral celebration was well-attended by AICLA members. He is survived by his wife and life-long sweetheart Shirley, daughters Andrea and Susan and their husbands and eight wonderful grandchildren, who farewelled their granddad with a waiata.*

**Mark Godfrey - TPA Godfreys**

## NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

### NEW MEMBERS

Name	Class	Division
Mark Taylor	Affiliate	New Zealand
James McLaughlan	Affiliate	New Zealand
Michelle Williams	Provisional	Western Australia
Shaun Bransby	Provisional	Western Australia
Tarcisius Maune	Provisional	Papua New Guinea
Nicholas Kerr	Affiliate	New South Wales
Benjamin Roy	Provisional	Malaysia
Lee Wai Keong	Affiliate	Malaysia
Eric Koh Choon Keng	Provisional	Malaysia
Jimmy Albakry	Provisional	Malaysia
Kate Wilson	Affiliate	South Australia

### ELEVATIONS

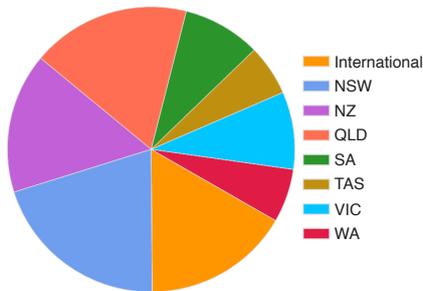
Name	Class	Division
Nischel Chandra	Affiliate	Victoria
Sally-Ann Ballard	Associate	South Australia
Benjamin Dolling	Affiliate	New South Wales
Benjamin Neat	Associate	New South Wales
Rodolfo Lat	Affiliate	Philippines
Andrew Brooke	Associate	New Zealand
Stephen Kay	Fellow	New Zealand
Philip Barnard	Associate	New Zealand
Franky Fok	Associate	Hong Kong
Yu Wen Lin	Associate	Taiwan

# MEMBERS' SURVEY

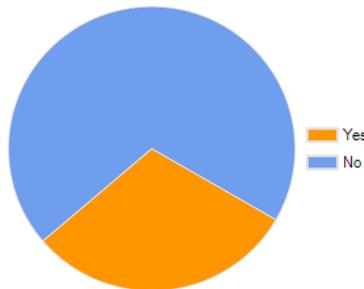
Below is a copy of members' responses to the recent survey covering a wide range of matters.

The winner of the Penfolds wine valued at \$150 was Norm McLean from Technical Assessing Victoria.

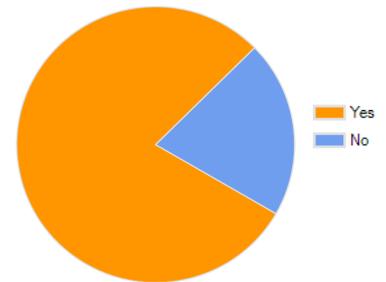
**Your Division**



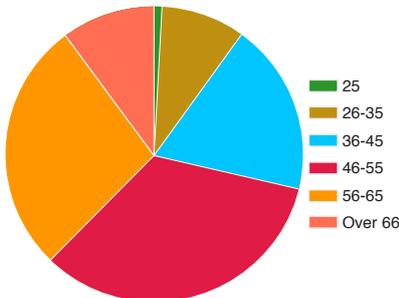
**Are you currently or ever been a Division Councillor?**



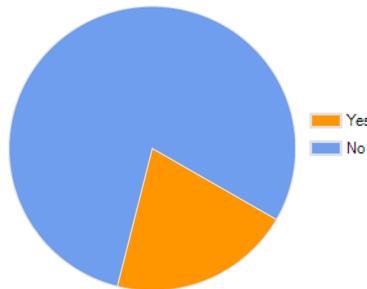
**Would you participate in special interest groups if established by AICLA e.g. Liability, Property, or Business Interruption group?**



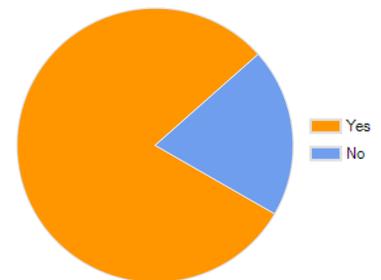
**Your Age**



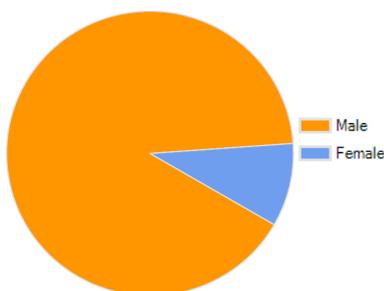
**Have you considered serving on your Division Council?**



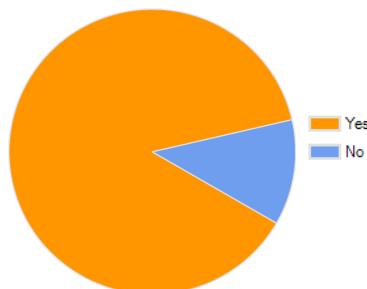
**Would you like to see more education seminars/workshops offered by your division?**



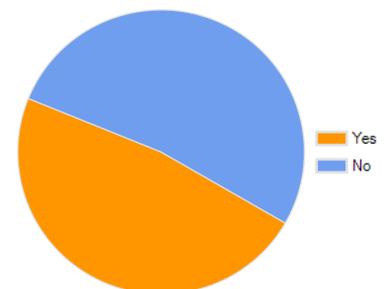
**Gender**



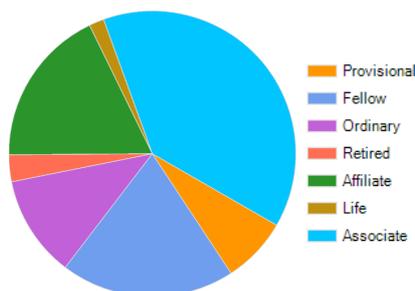
**Do you believe AICLA membership is of benefit to you professionally?**



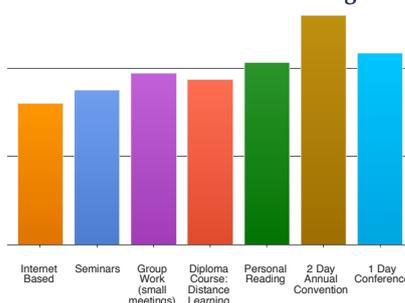
**Have you visited AICLA's CPD On-Line facility?**



**Class of Membership**



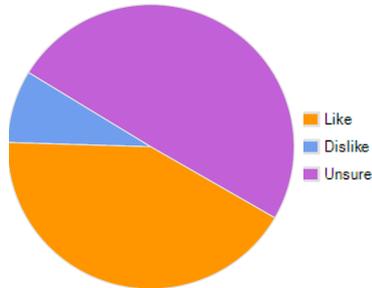
**Please rank the preferred delivery method for AICLA training.**



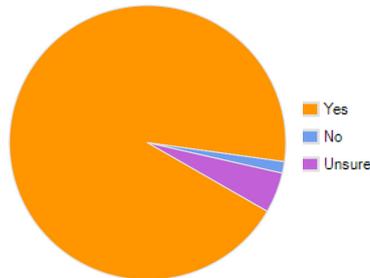
# MEMBERS' SURVEY

Continued...

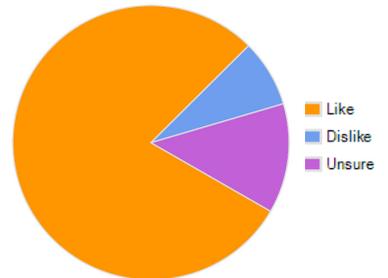
If you have used CPD On-Line did you.



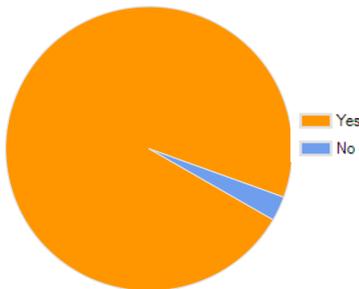
Would you recommend the course to others pursuing a career in Loss Adjusting?



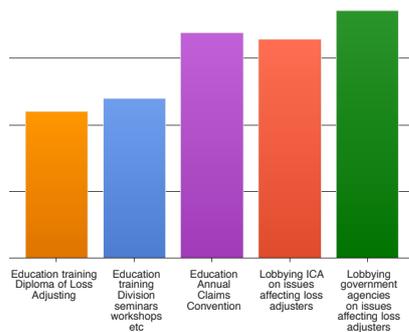
Members receive the publication Insurance and Risk Professional. How do you rate this publication?



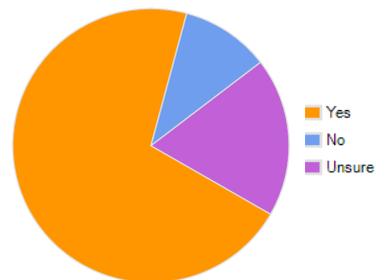
Are you aware of the qualification Diploma of Loss Adjusting



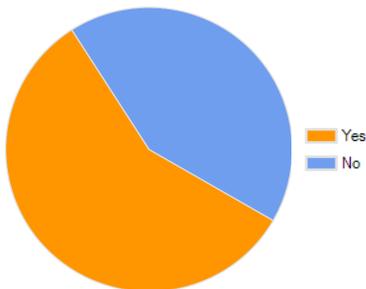
Rate the following 1-5 in order of importance, 1 being most important and 5 the least important.



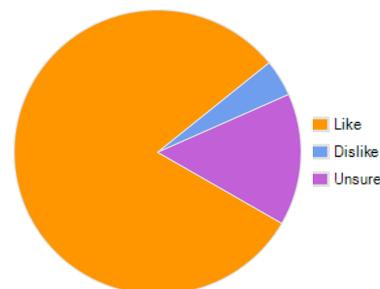
Do you believe AICLA is performing its role as an Education and Accreditation Body for Loss Adjusters?



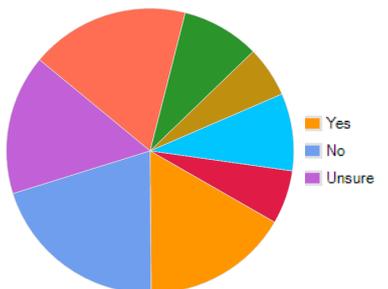
Have you completed the Loss Adjusting Diploma or modules in the Diploma?



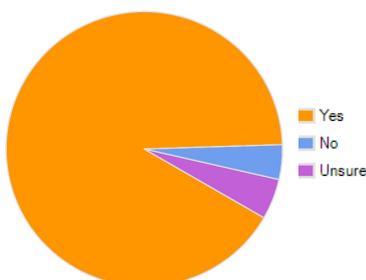
How do you rate the AICLA monthly electronic newsletter LA News?



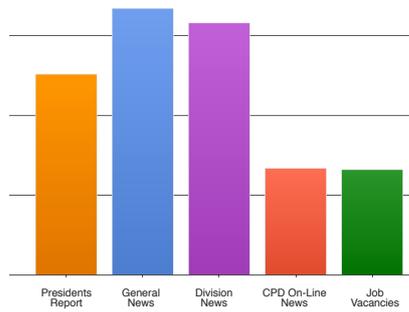
Do you believe AICLA is performing its role as an Education and Accreditation Body for Loss Adjusters?



Did you find the diploma study material relevant to your role as a loss adjuster



What areas in LA News interest you?



## BRANCH MANAGER/EXTERNAL CLAIMS ADJUSTER – GERALDTON

Crawford & Company ([www.crawfordandcompany.com](http://www.crawfordandcompany.com)) is the world's largest independent provider of claims management solutions to the risk management and insurance industry as well as self-insured entities, with an expansive global network serving clients in more than 70 countries.

A new opportunity has become available for an experienced External Claims Adjuster/Branch Manager to service clients in the Geraldton region.

The successful candidate will be involved in handling domestic/property and commercial claims on behalf of our clients as well as overall responsibility for the effective management of the branch.

### Key Accountabilities:

- Provide assessment and investigation of commercial, domestic and liability insurance losses from first advice to final settlement.
- Provide support & advice to policy holders with respect to their claims.
- Examine claims forms, policies and endorsements, client instructions and other records to determine coverage
- Investigate claims by interviewing claimants, inspecting physical damage and comparing claim information with evidence
- Set loss reserves.

- Prepare reports by collecting and summarising information required
- Settle claims
- Undertake business development activities

### Skills and Experience:

- Thorough knowledge of insurance terminology, practices and conditions
- Excellent English and report writing skills
- Strong organisational and interpersonal skills (relationship building)
- Good computer abilities, preferably previous use of an electronic claims system
- Preferably marketing/business development experience
- Loss Adjusting qualifications preferred, or Professional qualifications applicable to the Loss Adjusting industry.

The successful applicant will preferably be a qualified Claims Adjuster and hold a current AICLA membership; however applicants who have a strong background within the insurance industry and field experience will be considered. To apply, please email your resume at [jobs@crawco.com.au](mailto:jobs@crawco.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](http://www.aicla.org).

If you wish to advertise, please send information to [adminoffice@aicla.org](mailto:adminoffice@aicla.org).

Advertisers can remain anonymous with job applicants responding direct to AICLA.

