



FROM THE INSTITUTE PRESIDENT, IAN LAVIN

Hello again

It is with great sadness that I commence this month's newsletter as advice has just been received of the recent passing of the extremely well known and regarded member Vin Gallagher. Vin was an expert adjuster specialising in property losses and held the role of 'National Technical Leader' with Cerno Ltd in Sydney. Vin will be sadly missed by all his colleagues and indeed the insurance industry in general.

Last month's newsletter was written 'on the road' in the midst of our annual 'Asian tour.'

Following the successful meeting in Jakarta we then travelled to Kuala Lumpur for a series of meetings including a CEO's breakfast, executives of the Malaysian Insurance Institute and culminated in a most successful meeting of members and prospective members held at the 'Bankers Club.' There the highlight was meeting and talking face to face with many members from the audience of nearly 50 over refreshments following update presentations from Tony Libke and Stephen Kwang and an overview from yours truly of the challenges being experienced from last year's Thailand floods.

Our final stop was Singapore where we hosted a CEO's breakfast, were lunched by committee members from the Singapore Insurance Institute and held a similar meeting to KL for some 40 members at the premises of the Singapore Insurance College.

Of particular note was the positive feedback from the SII regarding their successful delivery of the Claims Technicians Course where in excess of 80 attainments and enrolments have been recorded. There is some prospect that the course (which has some local modifications in terms of law components to that originally launched in Australia in 2003) may become a mandatory requirement for all claims department personnel.

Your Board met in Brisbane on 10th May and spent a very busy day with a full agenda. Much of the time was devoted to the future of our education offering. Immediate Past President Ian McWalter was invited as a guest during

discussions on the 'base entry training needs' project and provided his views and a précis of the Consultant's findings. It was determined that the report which included interviews with entry level and senior loss adjusters concluded that the Diploma of Loss Adjusting was to a very large extent meeting the needs of entry level loss adjusters. The Board also voted to maintain the Diploma course for the time being within the Australian Qualification Framework (AQF) although the conclusion of delivery arrangements is a matter now left to the executive. Further meetings are scheduled in early June.

The Board has agreed to the re-establishment of the Institute of Claims Technicians to meet demand coming from the Asian markets. The Asian Claims Convention in 2013 will be held in Bangkok in April with date and venue to be finalised. AICLA will be making a submission in respect of the review of General Insurance Code of Practice. Also it was agreed that the history of the profession in Australia, New Zealand and Asia be preserved and recorded and we will be looking at how this can be best done. Thank you to Peter Chapman in Victoria who raised this matter.

I'm also pleased to announce that a nomination was received to elevate Ian McWalter to 'Life Membership' for extraordinary services to our Institute over many years and this was unanimously carried. Congratulations Ian and I'm sure you will be welcomed with open arms into what is very obviously a highly esteemed and exclusive group. As most of you will know, Ian, apart from being the Immediate Past President has been a stalwart on the education front for well over 15 years including a period as Education Director and also served as International Development Director. Well deserved.

Another significant outcome was a change in title for Tony Libke. For some time, Tony's official title with AICLA has not been reflective of neither his duties nor responsibilities. In a unanimous vote by the Board, Tony's title has been changed with immediate effect to 'Chief Executive Officer.'

Finally, in closing, I'm pleased to advise that the programme and logistical arrangements for CC12 have been finalised. The electronic brochure for the event to be staged on 2nd and 3rd August 2012 in Sydney is now in the final stages of production and tremendous support has again been afforded by sponsors. The brochure will be with you all shortly. Thanks to all the committee and ANZIIF staff for their valuable input. 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
Simon Howe	Provisional	New Zealand
Pierre Polii	Provisional	Indonesia
Peter McIntyre	Affiliate	New Zealand
Nicholas Warhurst	Provisional	New South Wales

ELEVATIONS

Name	Class	Division
Chi Hung Fong	Associate	Hong Kong
William Douglas	Affiliate	South Australia
Irene Chand	Associate	Fiji

AICLA PRIZE WINNERS

Congratulations to the following AICLA prize winners on their awards in respect of studies in 2011 in the Diploma of Loss Adjusting. With enrolments in the diploma course continuing at high levels it is a great achievement by the prize winners. Details of the criteria for awards is available at www.aicla.org.

The Diploma Prize

Brian Bugden

Echelon Loss Adjusting - WA

Charles Buchanan Prize

Fong Chau

Schaden Associates Limited – Hong Kong

Brian Geraghty Prize

David McNamara

Campbells Assessing – ANA - QLD

QUEENSLAND

The Queensland Division will be holding a half day Contract Works Workshop on Thursday 31 May commencing at 8.30am at Tattersalls Club, Brisbane. The workshop will be conducted by Bill Clarke, Charles Taylor Adjusting.

NEW ZEALAND

The New Zealand Division will be holding a Seminar and AGM 15-16 June at the West Plaza Hotel Wellington.

SOUTH AUSTRALIA

At the board meeting held in October 2011, it was unanimously agreed that Peter Kemp should be elevated to Life Member. Peter has been a member of AILA/AICLA since 1983 and has held the position of Division Councillor/Secretary, Deputy President and Treasurer of AILA over a combined period of 13 years. He was also involved in drafting the AICLA Constitution. Peter was an inaugural Director of AICLA, National Vice President for 12 months and a National Director/Board Member for 7 years.

Peter was awarded his certificate at a recent council meeting held in Adelaide. Congratulations Peter and thank you for your incredible contribution.

From left Robert Lumsden, Mark Green, Peter Kemp, Michael Collins, Garry Kelly, Debbie Avery



NEW SOUTH WALES



On Thursday 19 April we held an education meeting presented by Morgan Cook and Phil Etienne, both Station Officers with the NSW Fire Investigation and Research Unit, which was attended by 25 members. The meeting was both informative and entertaining, especially when Sheba, the Accelerant Detection Canine caught Simon Hovian as our "potential arsonist". Our thanks go to Morgan and Simon for giving up their time to give the presentation.

The workshop on strata claims, subrogation & contribution and business interruption will be held in Newcastle on 7 June. In addition, the Committee is currently developing a workshop on ISR memoranda, exclusions and related topics with a view to presenting the workshop in September. The date for the annual luncheon is Friday 20 July 2012 and will again be held at the Royal Sydney Yacht Squadron in Kirribilli.



**VALE
JOHN VINCENT
(VIN)
GALAGHER**

1957 - 2012



The world of loss adjusting, and in no small way the world of insurance, lost one of its quiet but stalwart figures with the untimely death of Vin Gallagher on Saturday 19th May 2012.

Vin started his career in loss adjusting in the 1980's in Manchester, England with Cunningham Hart. In 1995 he and his wife Angela moved to Australia where Vin joined the Sydney office of Thomas Howell. He had subsequent stints at GAB Robins and Technical Assessing before moving to what is now Cerno in 2009.

He had a capacity to reach out and give back, to always extend the hand of friendship and help. Whether this was through mentoring younger adjusters or giving service to AICLA it was done with conviction and good humour. It was a conviction that looking after others and reinvesting in the industry was part of the role of a loss adjuster. In more recent years this widened to Vin having an active involvement in the charity Sailability and the War Veterans Association.

On taking up residence in Australia in 1995 Vin transferred his membership of CILA, where he was an associate, to the Australasian Division later being elevated to a Fellow of AICLA in 2000.

He served as a member of AICLA NSW Division Council for some years, his wife Angela also acting as secretary. He was also involved in the ICT exam programme and which is now bearing fruit in Asia. Vin was also an AICLA Director in 2002 and served on the AILA education committee.

The English poet John Donne remarked "the death of any man diminishes me" and the death of a person within our industry, of Vin's ilk, well loved, well respected and well known is the moreso. It is perhaps though the loss of that quiet and solid dependability, Vin's mainstay, that makes his death the more poignant and difficult to contemplate.

Vin is survived by his wife Angela.

Ian McWalter

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

FUSION, POWER SURGE, LIGHTNING AND BREAKDOWN

A title like this is apt to send shivers down the spine of many a general loss adjuster! If fire and flood were not enough, electrical and electronic technology have brought new risks, many of them distinctly puzzling to the non-technical person. Domestic fusion claims, while not commonly handled by loss adjusters, are straightforward enough — provided that they refer to the 'burning out' of electric motors as defined in the wording. This leaves aside the fact that 'burning out' is a highly misleading term! But when we have a claim for 'fusion' of a plasma TV or hi-fi installation the scene changes from routine to the murky depths of electronic mystery. There is no electric motor in a domestic plasma TV or hi-fi rig.

And what about power surge? Can there ever have been a more misused term, bandied about with wild abandon by unqualified people, many of whom are employed as so called 'technicians' or even 'engineers' in the retail computer and domestic equipment field? If a computer or other piece of electronic equipment fails, it seems that the cause is nearly always flagged by insurers and hopeful suppliers as 'power surge', while it is nearly always simply not the case. But there are genuine cases of power surge, such as a motor vehicle accident involving an intermix power pole...

Lightning. Now here is a straightforward peril. Or is it? Does the user have to be struck dead at the keyboard (as alleged by a loss adjuster many years ago), or can a thunderstorm in Perth damage equipment in Sydney (as alleged by a broker many years ago). And breakdown. What actually causes it? Why should equipment break down and does the normal policy ever cover it? How does it relate to fair wear and tear or inherent design or manufacturing fault?

The murkiness thickens even more deeply when we consider software problems, and malware — all those nasty infections that strange folk seem to delight in perpetrating. Our paper on these topics at CPD041 will not provide magical answers to all these questions but may partly enlighten non-specialist adjusters, even if it is only to avoid involvement!

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...](#)



ECHELON LOSS ADJUSTING ("ELA") Liability Loss Adjuster

A division of Echelon Australia Pty Ltd and was established in 2004 as a national, specialist liability loss adjusting and investigation practice. ELA has two (2) exciting openings for a liability loss adjuster with minimum five years experience to join our Adelaide and Melbourne branches.

The successful candidate will be self-motivated, have an ability to work well with people and possess strong time management and report writing skills.

The responsibilities of the role are interesting in terms of the diverse nature of the functions needed to be performed.

More specifically, the duties include:

- Managing a portfolio of mixed liability claims
- Provision of high quality written investigation reports
- Professional handling of claims
- Contribution to strategic planning and direction of Echelon Loss Adjusting
- Maintaining knowledge and understanding of loss adjusting best practice and emerging trends
- Adherence to the Professional Code of Conduct of Australasian Chartered Institute of Loss Adjusters

This role offers an attractive package that includes a competitive salary, company car and participation in a company bonus scheme.

To apply, please email your resume to:

John Van Wetering
National Manager – Loss Adjusting
John.vanWetering@echelonaustralia.com.au



CRAWFORD AND COMPANY Financial and Forensic Accounting Manager

Crawford & Company is the world's largest independent provider of claims management solutions to insurance companies, and self-insured entities, with a global network of more than 700 offices in 63 countries.

We are seeking a qualified Forensic Accountant to commence a highly satisfying and rewarding career as a Financial and Forensic Accounting Manager in our Sydney office.

The successful candidate will be involved in the assessment, investigation and resolution of insurance claims of a financial and forensic nature for our varied client base as well as overall responsibility for the effective management of the team.

To be successful in this position you are required to be CA qualified, previous audit experience and formal qualifications in Loss Adjusting will be highly desirable. You must also possess high level excel and report writing skills along with strong communications skills, both written and verbal. Previous team management experience will also be highly regarded

To apply for this exciting opportunity please submit your application including covering letter to:

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.

If you wish to advertise, please send information to adminoffice@aicla.org.

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

