



FROM THE INSTITUTE PRESIDENT, IAN LAVIN

Hello again

This is my penultimate newsletter as your President and I'm delighted there are some important matters to report.

CC12 was held over 2nd & 3rd August and I'm pleased to report that the event was a resounding success.

There were over 330 delegates, a record by far and in fact it surpassed the average attendance of the last 4 years by over 25% (with 2011 itself being a record!).

From all accounts, the eclectic nature of the content was very well received with the post convention surveys being highly supportive.

One feature was the large attendance by Past Presidents (including pre merger 1997). It was great to see Paul O'Sullivan, Tony Morgan, Bob Richards, Mark Godfrey, Andrew Thomas, Stephen Thorpe and Ian McWalter all soaking up the content.

One of the highlights for me was the presentation at the convention dinner of Life Membership to immediate Past President Ian McWalter for outstanding service to AICLA in the field of education. Congratulations Ian and for those who were present we were rewarded with a typical 'McWalter' response in the facund style we are used to.

My thanks to ANZIIF for the superb stage management of the event, the speakers, all of the sponsors who have underwritten the financial viability and also to you, our members who attended to provide such a memorable outcome.

AICLA and ANZIIF have agreed in-principle to a new three year arrangement to continue the very successful joint claims conventions. This partnership has seen positive benefits for both organisations with very strong growth in delegate numbers and sponsorship in the past two years.

As has been heralded, we have now concluded the Diploma delivery arrangements and a renewed contract with ANZIIF is currently being prepared which will run for 3 years. We are thankful to Joan Fitzpatrick and her team for not only the spirit in which the negotiations were undertaken but also the recognition that AICLA members face different issues depending on their location and thus deserve special consideration. We are hopeful that through providing differential pricing (AICLA members receiving more favourable terms than non-members) that this will not only boost our membership but also see an increase in overall enrolments.

A review of the Australian 'Insurance Code of Practice' is underway by the Insurance Council of Australia and a delegation from AICLA met with the independent reviewer Mr Ian Enright whilst we were in Sydney for CC12. The feedback received was promising and we are hopeful that some recognition of the value provided by Loss Adjusters could be incorporated into amendments to the Code. AICLA is proposing minimum standards of training for loss adjusters. We have been down this path before however at least there now appears to be some appetite for change.

Further meetings with the code reviewer are planned moving forward and feedback will be provided as developments occur.

Until next time...

**Kind Regards,
Ian Lavin, President**

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Robert Poole-Blunden	Provisional	New South Wales
Ann Mackay	Provisional	Tasmanias

ELEVATIONS

Name	Class	Division
Richard Jones	Associate	South Australia
Nicholas Dench	Associate	New Zealand

– CC12 –



VALE – GRAEME LEE

1946 – 2012



It is with great sadness that I inform members of the Institute of the recent passing of Graeme Lee.

Graeme was the NZ Director of the ALM Group for over 10 years before taking over the NZ company in 2009.

Graeme came to the ALM Group late in his career, after many years with NZI and in various management positions with an assortment of rural businesses.

Graeme was an honourable and compassionate man who possessed a keen sense of justice and equity.

As an adjuster, he was a consummate professional who wore the badge of impartiality with pride and conviction.

Most importantly, Graeme was a thoroughly wonderful human being, the sort of person that made you feel better just for having known them. A gentle man with a great sense of fun, Graeme loved his family and was always very proud of their achievements.

The profession has lost a champion, the world a decent man, and for those who knew him, we have lost a true and valued friend.

Graeme is survived by his wife Mary.

Brent Demnar

BANGKOK CONVENTION

Arrangements for the 2nd Asian Claims Convention are advancing well with a number of high profile speakers targeted for the 2 day event.

The venue will be Bangkok, Thailand and the dates **21-22 March 2013**. We have also secured two sponsors for the convention and a number of other organisations have expressed interest. Final negotiations are proceeding with hotels and we expect to be in a position to have details available by the next newsletter. Partners for the convention include Malaysian Insurance Institute, Singapore College of Insurance and The International Federation of Adjusting Associations.

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

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BUSINESS INTERRUPTION – NUTS AND BOLTS FOR BEGINNERS

As a result of various requests, we have prepared a series of papers for newcomers to Business Interruption claims. This is a field where there are many traps for the unwary; at the same time a Business Interruption claim invariably follows a large incident where there is usually cover under one of the Industrial Special Risks Wordings. As experienced practitioners well know, the size and complexity of a Business Interruption claim can eclipse the claim for material damage. Also, active intervention at the earliest possible stage is necessary if uncontrolled losses are not to mount up.

Having said this, it is essential that estoppel difficulties are not created as a result of the adjuster or insurer making unwarranted assumptions at the outset, because various provisos must be satisfied before such a claim is valid.

At paper CPD042, Introduction and Requisites, we look at the various factors that may cause financial loss (insurable and not insurable), look broadly at what actual results are important and why, as well as examine wordings and the headings under which such a claim may be made. We also discuss the various pre-requisites to a BI claim.

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 **aiclacpd**. Your browser may offer the opportunity to 'Remember this password'.

We look forward to seeing you there!

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

WESTERN AUSTRALIA

At the recent Western Australia AGM the following members were elected to the Council.

Gary Sewell	<i>Chairman</i>
Brian Sowden	<i>Secretary</i>
Douglas Bicknell	<i>Councillor</i>
Rex Manning-Voyce	<i>Councillor</i>

VICTORIA

The Victorian Division AGM was held on Wednesday 8th August 2012 at the Tower Hotel.

The following were elected unopposed to the council.

Mark Rogers	<i>Chairman</i>
Margaret Rogers	<i>Secretary</i>
Craig Feather	<i>Councillor</i>
David Pockett	<i>Councillor</i>
Nish Chandra	<i>Councillor</i>
Peter Kent	<i>Councillor</i>
David Brown	<i>Treasurer</i>
Michael Moutsias	<i>Councillor</i>
Narelle Handley	<i>Councillor</i>

Narelle is a first time Councillor and it is with pleasure that all the councillors have welcomed Narelle on to the Council.

QUEENSLAND

The Queensland Division AGM and Back to Basics Seminar was held on 22 August 2012 with approximately 25 attendees. Speakers at the seminar were Keith Patterson, Martin Miller, David Bourke and Chris Parkes. At the AGM Keith Patterson was re-elected Chairman and Emma Doney joined the Council filling the vacancy left by Gavin McCurley who stood down following many years of service.

The division Charity Golf Day is scheduled for **Gainsborough Greens on Wednesday 3 October 2012** and a notice will be forwarded shortly to members.

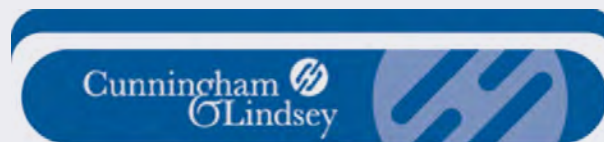
INTERNATIONAL

At the recent International Division AGM, Stephen Kwang from Singapore was re-elected Chairman. Stephen thanked members for their support and acknowledge the continued strong growth in the division membership.

Other Councillors elected were:

Treasurer:	Cheng Wee Chew
Secretary:	Tony Libke
Councillors:	James Ong
	Jeffery Tan
	Johari Subianto
	Paul Lam
	Paul Rabbitte
	Budi Maharesi

COMMERCIAL LOSS ADJUSTER - PERTH



Cunningham Lindsey Australia Pty Ltd, is a leader in Global Risk Management Services, is now seeking to employ a suitably qualified and motivated person to join our expanding Perth office, following continued and sustained growth and success.

You will report directly to the Branch Manager and in this role you will provide services across Commercial lines, including conducting detailed on-site meetings with customers and/or, clients, contractors, brokers and agents, you will document and report on factual outcomes.

Typically you will be responsible for:

- Clarifying circumstances surrounding loss and causation
- Verifying the nature and extent of loss/damage
- Quantifying the work of reinstatement (material damage claims)
- Determining policy liability and providing recommendations to clients
- Identifying and pursuing avenues for Salvage or Recovery
- Contributing to further growth and success of the Branch and Region

Successful candidates for consideration in this role should possess one or more of the following attributes:

- Insurance Loss Adjusting experience, especially in respect to Commercial and/or high end Domestic claims; and/or
- Insurance Claims Management experience in Commercial and/or high end Domestic claims
- Relevant industry qualifications, particularly ANZIIF or AICLA

- Strong written and verbal communication skills
- A strong customer service delivery focus for all our clients, including insurers, customers and brokers
- The ability to work in a team environment involving the achieving and implementation of Strategic Objectives

If you have not already obtained completion of the AICLA examination programme then you need to be committed to the completion of these to progress to Chartered status. You will receive full mentoring and support to facilitate your ongoing learning and development.

Your package will be commensurate with qualifications, skills and attributes you bring to the role. Additional benefits include fully maintained company car, mobile phone, laptop and consideration for bonus scheme.

So if you are looking for your next career opportunity please apply now and forward your detailed covering letter and resume to recruitment@cl-au.com or if you are interested in a similar role in another state please contact us.

To learn more about our organisation visit our website www.cunninghamlindsey.com

All applications will be treated in strictest of confidence.

Cunningham Lindsey Australia Pty Ltd is dedicated to eliminating discrimination and contributing to equal opportunity for women in the workplace.

Please note applications from agencies will not be considered.

Closing Date: 28 September 2012

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.

