



## FROM THE INSTITUTE PRESIDENT, IAN LAVIN

Hello again

At the time of writing there is less news than usual to report. Apart from an almost constant barrage of typhoon activity in the north western Pacific which has affected parts of Asia and the fact that most adjusters involved with New Zealand and Thailand in particular remain extremely busy, other areas seem relatively quiet (significant losses aside).

The committee organising the Asian Claims Convention 2013 (Four Seasons Hotel Bangkok – March 21 & 22) have been active with the venue secured and planning well underway. A great line up of speakers is being garnered and the ‘flyer’ should be ready for distribution by early November so please mark your calendars.

AICLA, through the efforts of International Development Director Jaye Kumar, is running a ‘Catastrophe Management’ workshop in Singapore on 11 & 12 October. This is in partnership with the Singapore College of Insurance and I’m very much looking forward to participating in the event. Leon Briggs the New Zealand Division Chairman is also presenting. The event will include interactive workshops and from past experience these workshops are inevitably both stimulating and a good learning experience.

The Institute of Claims Technicians, as previously reported, has been reconstituted and a new operating company incorporated.

This is my final newsletter as your President. It would be easy to reflect on all the activities over the past 24 months but in reality most of the ‘action’ has taken place in the last 12 months or so and details are outlined in the 2012 Annual Report, the release of which coincides with this edition of LA News and as tempting as it is, I will not bore you with repetition.

When I first started in the workforce it was considered that a stint of 40 odd years was the norm however in recent years the so called ‘official’ retirement age continues to be pushed out

essentially on economic grounds with a desire by central governments to minimise social welfare payments. I’ve known of several adjusters who have well exceeded the old yardstick (and indeed there remain many still in practice). In this issue I want to recognise the retirement of long term member Jim McPhee from Victoria after in excess of 62 years in practice! Congratulations Jim, no-one could possibly begrudge your retirement after such a sterling innings.

The AGM is looming and will be held in Hobart on Tuesday 23 October. That will be my time to relinquish the reins and welcome fresh blood to the helm. I wish the incoming President, Executive and Board resounding success for the years ahead. I depart in accordance with the mandatory constitutional requirements but can say with confidence that a 2 year term is just the right duration. Time enough to plan and implement but any longer well???

My thanks to the Board, Executive and Tony Libke our CEO (without whose continual support and counsel the role would have been exceedingly onerous to say the least) and of course you our members.

It has been an honour and a privilege to serve as your President. For my part it has been a most enriching and rewarding experience, exposed me to cultures beyond my normal horizon and importantly allowed me not only to participate in industry changing events but meeting numerous members, the cornerstone of our great Institute.

Until next time...

**Kind Regards,  
Ian Lavin, President**

## ASIAN CLAIMS CONVENTION — BANGKOK

As reported by the President, arrangements are well advanced for the Asian Claims Convention in Bangkok on 21-22 March 2013. The venue is the superb Four Seasons Hotel and we have secured a strong line-up of speakers covering an interesting range of topics. The theme for the convention is Global Trends in Claims. We have also sponsorship from a number of companies which will enable the registration fee for the event to be USD\$600 (3 or more), or USD\$700 for individual registrations.

## AGM HOBART

The AICLA Annual General Meeting is scheduled to be held at the Grand Chancellor Hotel Hobart at 4.30pm on Tuesday 23 October 2012 and members are invited to attend. A copy of the Notice of AGM and Annual Report will be posted or emailed (if nominated) on 28 September 2012. For those not attending the AGM a proxy form is enclosed with the Annual Report.

## ICA – COP REVIEW

As reported previously the Insurance Council of Australia has initiated a review of the General Insurance Code of Practice. The reviewer Ian Enright is engaged in wide consultation and has conducted a number of workshops. A discussion paper is expected to be released in October following which submissions will be invited.

## NEW SOUTH WALES

The NSW/ACT AGM was held on 4 September 2012 at the offices of Cerno and the following were elected unopposed to the Council:

Kevin McElhenny	<i>Division Chair</i>
Meryl Smith	<i>Treasurer/Secretary</i>
Christine Boardman	<i>Councillor</i>
Simon Hovian	<i>Councillor</i>
Phil Welfare	<i>Councillor</i>
Andrew Bristow	<i>Councillor</i>
Craig McLeod	<i>Councillor</i>

Tony Gupta stepped down from the Council and the Division Chair acknowledged Tony's contribution during his period on the Council.

On 19 September 2012, the Council presented a morning workshop on ISR Section 1 coverage, exclusions and differences between ISR and defined event policies in Sydney, which was attended by over 30 adjusters insurers and brokers. The Council's thanks go to Phil Welfare, Andrew Bristow and Simon Hovian for the time and effort they put in to both prepare and present an excellent education seminar, which was well received by all the delegates.

## SOUTH AUSTRALIA

On Friday 17 August 2012 the SA Division held its annual lunch at the Adelaide Entertainment Centre. It was attended by 119 people which is a record for SA. The first presenter was Superintendent Jim Jeffery, the former Officer in Charge of the SAPOL Electronic Crimes Division who provided us with an insight into current electronic crimes and scams. The second presenter was well known Adelaide comedian Dave Flanagan who provided some good humour throughout the afternoon.

A raffle was held by Richard Knight on behalf of the RSL Insurance Sub Branch which collectively raised a total of \$4,750. The money was raised by selling raffle tickets on the day, cash donations by suppliers and Loss Adjusting firms, and a \$500 donation from AICLA. The money will be distributed to Legacy, the RSL War Veterans Home and to the Royal Australian Artillery Association where it will be used to fund Christmas parcels for our troops fighting in Afghanistan.

The luncheon was well supported and the committee has received a solid response from diary sponsors expressing an interest to become involved in next years luncheon.

The Annual General Meeting was held at the Goodwood Park Hotel on 23 August 2012. Attendance was disappointingly low. The following people were elected;

Michael Collins	<i>Division Chair</i>
Garry Kelly	<i>Secretary</i>
Robert Lumsden	<i>Treasurer</i>
Debbie Avery	<i>Councillor</i>
Mark Green	<i>Councillor</i>

Can all members please give consideration to nominating for council at the next AGM. Vacancies exist and must be filled if you wish the luncheons and other division activities to continue.

On 31 August 2012 Fellow member David Jamieson from Crawford and Co retired. He has abandoned the after hours phone and now lives on the golf course. Enjoy your retirement and thank you for your contribution over the years.

## NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

### NEW MEMBERS

Name	Class	Division
Rachmat Mulyono	Provisional	Indonesia
Makoto Uchiyama	Affiliate	Japan
Esther Verhoef	Affiliate	New Zealand
Derrick Kweh	Affiliate	Singapore
Lawrie Thomas	Affiliate	Brisbane

### ELEVATIONS

Name	Class	Division
Michael Cooke	Fellow	Tasmania
Bradley Verreyne	Affiliate	Western Australia
Lim Jit Chik	Associate	Singapore
Gillian Stretch	Fellow	New Zealand
Suwadji Warsito	Associate	Indonesia

## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

### BUSINESS INTERRUPTION — NUTS AND BOLTS FOR BEGINNERS

#### PART TWO — LOSS OF GROSS PROFIT

Continuing our series of papers for newcomers to Business Interruption Claims, we tackle at Paper CPD043 the subject of Gross Profit. It is interesting to note that those with an accounting training or qualifications have in the past actually found this to be a slight handicap at first, because of the important differences between Gross Profit as defined in typical company accounts and Gross Profit as defined in the BI Policy specification. Why are they usually so different? Our paper fully explores this topic and enlarges on the concept of Uninsured Working Expenses, which should be clearly specified in the Policy schedule. Amazingly, it is not unknown to find that they are not! Just one of the many challenges that BI specialists may face in their day-to-day work. In our paper we discuss the principles behind this concept and the important differences between fixed and variable expenses, which should enable those types of expense to be identified where they are not formally laid out. We have also shown the relationship between the Indemnity Period, the Standard Period and the Annual Period, and have addressed the important elements of trend, savings and increased costs of working, as well as average. The paper finishes with a worked example. Gross Profit generally makes up the majority of a Business Interruption claim and a full working understanding of it is helpful for all adjusters — not just for those who wish to take their studies much further and move on to specialising in such claims.

Before tackling this paper, it is recommended that Part One (Introduction of Prerequisites) is read and understood first.

Our on-line CPD facility is specially designed to assist members in remote areas and/or who are severely time-challenged to participate in ongoing professional education, but of course all members are welcome. 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...](#)

## TASMANIA

Tasmania Division meetings during the past year were reasonably well attended by members.

### New Members

Four new members were admitted throughout the year.

### Guest Speakers

We had an excellent range of speakers/topics throughout the year, they were:

- Tasmania Fire Services – Communication and information on fire reporting to the Insurance Industry.
- Kyle Crawford from Hunt and Hunt, spoke on “Damages in Tort ‘not just a dropped cake’”
- Kim Norton from Tasmania Police spoke on Interviewing Techniques
- The Division Chairman spoke on AICLA matters

### Seminar

A seminar was conducted by the Education Committee and was well attended by the Industry as a whole. We thank Nick Ackers for his preparation and presentation of the seminar topics, an oil spill in Antarctica and a drilling incident in Western Australia.

## QUEENSLAND

The Queensland Division Charity Golf Day will be held on Wednesday 3 October 2012 at the Gainsborough Greens Golf Club. Proceeds from the day go to the Royal Children's Hospital Foundation.

The Division end of year luncheon is scheduled for Friday 2 November 2012 at Tattersalls Club Brisbane. The event is always popular with current and past members, suppliers and industry guests. This year the speaker is highly entertaining raconteur and loss adjuster Les Taylor from Sydney.



## 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.

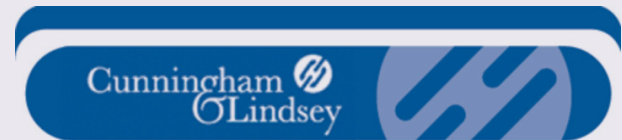
You will report directly to the Branch Manager and in this role you will provide services across Commercial lines, including conducting detailed on-site meetings with customers and/or, clients, contractors, brokers and agents, you will document and report on factual outcomes.

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](mailto: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](http://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**



# NATIONAL CLAIMS MANAGER (LOSS ADJUSTER)

## Key leadership role

### *Loss Adjustor Claims Leadership opportunity*

#### **About the Company**

The LMI Group have an impressive reputation in the provision of services to the insurance industry with offices in Melbourne (headquarters), Brisbane, Sydney, Adelaide, Perth and Auckland.

#### **About the Role**

As National Claims Manager, initial expectations will be to develop and implement a strategic framework to ensure maximum potential from our expert team in assessing, processing, negotiating a portfolio of commercial indemnity claims, including ongoing analysis of claim trends and opportunity to maximise our services. In addition to establishing an over-arching strategic framework, you will lead a team of experienced professionals in preparation of commercial insurance claims, loss adjusting, sum insured reviews and litigation support. This work is complimented by our award winning online services utilised by most major insurers and insurance advisors.

#### **About You**

To succeed in this role you will need to demonstrate a successful work history in the leadership and achievement of claims management. Broad business acumen, excellent communication skills and a capacity to make sound commercial decisions is essential. Polished negotiation skills, claims management and a flair for ensuring a national team meets their key deliverables is essential. This is a results-orientated appointment requiring strategic insight, so your career to date will demonstrate experience of comparable responsibilities.

#### **The Benefits**

- Strategic position with autonomy and sizable team of reports
- In-house role working with a dynamic and professional leadership team
- Six-figure package, commensurate with expertise
- Role is Camberwell, Victoria, based, with travel requirements

To apply online:

**[employment@LMIGroup.com](mailto:employment@LMIGroup.com)**

Or, if you would like to have a confidential discussion, please contact **Peter Cocks** on 03 93859900.

Want to know more about LMI Group?

Visit us at **[www.LMIGroup.com](http://www.LMIGroup.com)**



**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.