



## FROM THE INSTITUTE PRESIDENT, MICHAEL COOKE

I take on the role of the AICLA President with a great deal of humility.

I thank the current Board for their vote of confidence, encouragement and support in electing me to this important position.

At the recently held Board and AGM in Hobart, Stephen Kwang International Division Chairman, was elected Deputy President, and Michael Collins from South Australian Division was elected to Executive. Jaye Kumar was re-appointed to the position of International Development Director and Michael Davies re-elected Education Director.

We have an excellent Board, which has remained largely unchanged, except for Nick Ackers from Tasmania who rejoins the Board, following an absence of some 8 years. I look forward to working with the Board as we embark on a range of initiatives.

I would like to sincerely thank the immediate past President Ian Lavin for his strong leadership over the past two years.

Ian has taken AICLA into new and exciting times:

- Raising AICLA's profile in the Asian region, via the first Asian Claims Convention in 2012. The next such convention has been confirmed with a full range of high profile speakers booked for Bangkok in March 2013.
- CC12 was a huge success with a record attendance and sponsorship.
- We have strengthened our already excellent relationship with ANZIIF, as evidenced by the new Diploma delivery agreement and
- We have commenced looking at further education arrangements and benefits for our members in 2013 and onwards.

Ian can truly be proud of his tenure as President of AICLA and we thank him for his guidance and confident leadership.

A little about my work history, as most members would have little knowledge of me whatsoever.

- I am Tasmania Manager for Cerno and have been a loss adjuster for over 20 years. Prior to my introduction to loss adjusting, I was employed in the accounting industry and then spent time with the ACT Police and AFP, primarily as a Fraud Investigator.

My vision for AICLA.

I am a strong advocate of education for our membership.

We need to raise the image of AICLA, not by flag waving or door knocking, but by our members being seen within the insurance industry as true professionals and the very best in their field of work, becoming the first choice by the insurers to adjust a loss.

I sincerely believe that the only way for the insurance industry to make AICLA the first choice, is for us to give quality service and show value to the Industry.

Over the next year I am committed to a number of training initiatives that I believe will be of benefit to all members. Also the new Diploma agreement will offer the potential for a significant increase in membership.

The Board of AICLA has agreed to a new scholarship in honour of AICLA member Carey Bird who was tragically killed in 2011 while working in Christchurch. Full details of the scholarship will be emailed in the near future to members.

I recently heard that a number of highly placed insurance personnel volunteered that they knew little of AICLA. I find that admission astonishing, and at the same time unacceptable.

We should all do our utmost to ensure our image is raised, that can be done by us becoming truly professional.

I look forward to serving members and meeting as many of you as possible over the next two years.

**Cheers,  
Michael Cooke**

## FAREWELL JESS

Jessica the AICLA Administrative Assistant for the past three years is moving with her boyfriend to Perth, Western Australia. We wish Jess all the best on her move and thank her for her efforts on behalf of members. In one of her last functions Jess finalised the advertiser and member data for the 2013 AICLA diary. During her time with AICLA Jess has had direct contact with many members and asked that I pass on her thanks and best wishes to members.

I am pleased to welcome Jenna Sheward to the position.

## DIPLOMA ENROLMENTS

The next closing date for enrolments in Diploma of Loss Adjusting course is 8 November 2012. Enrolments in the Diploma have been strong with 471 module enrolments for the year to date. Course module information and enrolment forms are available at [www.theinstitute.com.au](http://www.theinstitute.com.au)

## AGM HOBART

At the AICLA Board Meeting and AGM held in Hobart on 23 October 2012 the following persons were elected office bearers for 2012/13:

President:	Michael Cooke	Tasmania
Deputy President:	Stephen Kwang	Singapore
Executive Member:	Michael Collins	South Australia
Education Director:	Michael Davies	South Australia
<b>International</b>		
Development Director:	Jaye Kumar	Western Australia
Secretary/Treasurer:	Tony Libke	Queensland

Also minor changes to the AICLA Constitution were approved.



## 2013 DIARY

The AICLA Diary has been forwarded for printing and is expected to be distributed in early December. The diary continues to be very popular and we ask members to support those companies that advertise in the diary.

## CLAIMS CONVENTION 2013

AICLA and ANZIIF have entered a new three year agreement to continue to host Claims Conventions. This joint initiative has been highly successful with the 2012 convention attracting 330 attendees and a record level of sponsorship. The 2013 convention committee is meeting shortly to confirm a venue and begin planning for the 2013 event.

## ASIAN CLAIMS CONVENTION



The program for the Asian Claims Convention to be held in Bangkok on 21-22 March 2013 is almost complete. A line up of high quality speakers covering a diverse range of topics guarantee the event will be of high interest to members. The theme for the convention is **Global Trends in Claims** and the venue will be the superb Four Seasons Hotel Bangkok.

## NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

### NEW MEMBERS

Name	Class	Division
Daniel Rose	Affiliate	Queensland

### ELEVATIONS

Name	Class	Division
Pierre Polii	Affiliate	Indonesia
Benjamin Dolling	Associate	New South Wales
Abigail Gibson	Associate	Victoria

## WESTERN AUSTRALIA

We recently held an informative breakfast meeting presentation by AICLA

International Development Director

Jaye Kumar on Earthquakes and Liquefaction. Information on the Christchurch event and updated cost data was provided to attendees and video included footage played at The Claims Convention. The fact that Perth is predominantly on sandy soil may mean propensity for similar results in the right conditions.

Our October breakfast meeting was also well attended and a former Adjuster, Randy Alexander who is now proprietor of a floor covering business, produced samples of differing products now available to the market and explained the differing issues and also how to distinguish the cheaper "look alike alternatives" to timber. We are sure the presentation benefited all who attended.

Our combined members Christmas and Diary Advertiser Luncheon will be held in mid December at the Royal Perth Golf Club in South Perth as we have historically done for the last few years. Michael Hand from Ace Insurance has kindly agreed to present during the lunch. Michael has extensive experience in the adjustment of power utility and energy claims and has been involved in many large and complex claims throughout his geographic area of operation.

Forward bookings indicate that it will be a well attended and a worthwhile event.



## QUEENSLAND

The Queensland Division Charity Golf Day was held at Gainsborough Greens on 3 October 2012. The event was excellent with 60 players and we sincerely thank the following sponsors for their support:

**Bay Building Group**

**Westaway Restorations Pty Ltd**

**Johns Lyng Group**

**Insight Restorations**

**Lloyds Auctioneers & Valuers**

**Juvenile**

**BMR Building Solutions**

We are delighted that AICLA was able to make a presentation to the Royal Childrens Hospital Foundation for \$5000.



## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

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#### BUSINESS INTERRUPTION — NUTS AND BOLTS FOR BEGINNERS

#### PART THREE — PAYROLL

This month, we feature the third in our series of papers for newcomers to Business Interruption claims, where we explore the Dual Basis Payroll cover at paper CPD044. In the context of Business Interruption cover, just what does payroll encompass? Are the running costs of the Chairman's Rolls included together with the laundry allowance paid to front line workers? We look briefly at the issues of rehiring and retraining, and explore in depth the concept of the initial and remainder period, with their effect on the total cover and consequent reduction in premium to reflect the actual risk. We fully explore the choice of settlement under the basic and the consolidated cover.

The paper finishes with a fully worked example to show the effect of savings in payroll as between the consolidated initial period and remainder period, and the calculations finish with the application of average, a final step which is sometimes wrongly applied when due consideration is not given to the effective rate of cover.

Before tackling this paper, it is recommended that Parts One and Two (Introduction, Prerequisites and Gross Profit) are 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 **aiclacpd**. Your browser may offer the opportunity to 'Remember this password'.

We look forward to seeing you there!

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

# 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.