



FROM THE INSTITUTE PRESIDENT, MICHAEL COOKE

Recent weeks have been chaotic with major flooding in the north of Tasmania. On the AICLA front August has been a very exciting month with the very successful completion of the joint AICLA/ANZIIF Claims Convention in Sydney 1-2 August, our first AICLA workshop for trainee loss adjusters and further, we have commenced planning for the Asian Claims Convention for 2014.

CC13 hailed by many as the best convention ever attracted 320 attendees. I thank our organising committee, the presenters, all of the delegates and our valued sponsors for making this event the huge success that it was.

In particular I acknowledge our two keynote speakers, Bud Trice, VP Crawford & Co Catastrophe Services USA and Daniel Fogarty, CEO General Insurance Zurich Financial Services.

The convention dinner was a wonderful and memorable event where we were able to recognise the outstanding achievement and contribution of members. Ms Chloe Zhou, Crawford & Company Sydney was on hand to receive three academic awards including the Diploma of Loss Adjusting prize for the highest overall mark by a student completing the diploma course in 2012.

Mark Godfrey from NZ was awarded "Life Membership" for his outstanding contribution to the advancement of AICLA and the profession. The inaugural Carey Bird Scholarship was awarded to Richard Mayne from Cerno Sydney. We were delighted to have in attendance Carey's widow Jan and son Andrew. AICLA also made a presentation to retiring ANZIIF CEO Joan Fitzpatrick.

The trainee adjusters workshop was booked out with the take up exceeding our expectations, therefore confirming the need for such an event. A sincere thank you to the senior loss adjusters who so enthusiastically volunteered their time to participate in this initiative. We will be running another workshop of this kind next year, on the Wednesday before CC14, and I believe that spaces will fill very quickly. A number of senior adjusters have already expressed their interest in presenting at next year's event.

The Asian Claims Convention planning is well underway with the venue booked and presenters already being confirmed. The most exciting news is the confirmation of Alan Cleary the renowned UK loss adjuster who has achieved worldwide recognition for his loss adjusting and negotiating skills and a reputation as a writer, having had many books published. Alan has many strings to his bow and is a raconteur of the highest order. Alan will be involved in a discussion session on the day prior the convention on the topic "Is The Future of Loss Adjusting Bleak or Buoyant" he will also be the keynote speaker at the convention and gala dinner speaker. The dates for the event are 2-3-4 April 2014 and the venue is the Hilton Hotel, Orchard Road, Singapore. Alan will surely be a draw card and help make this event a successful one. More on this subject in later LA News letters.

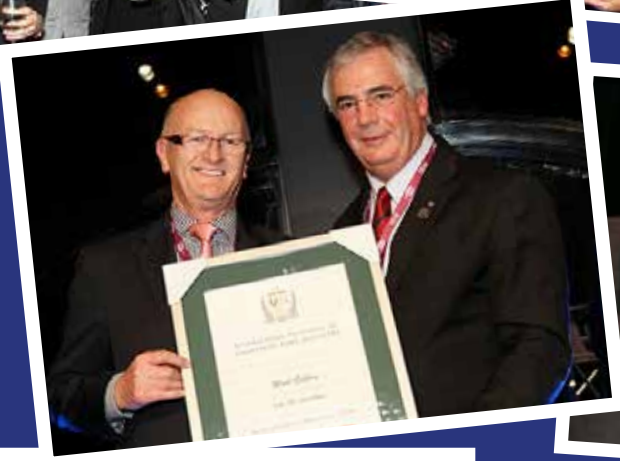
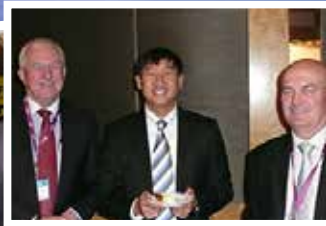
**Kind Regards,
Michael Cooke**

AGM 29 OCTOBER 2013

The AICLA Annual General Meeting will be held at Tattersalls Club Brisbane on Tuesday 29 October 2013 at 4:30pm following a Directors' meeting.

All members are welcome to attend the AGM and a formal notice will follow closer to the meeting date.

2013 CLAIMS CONVENTION SYDNEY



INTERNATIONAL

At the International Division AGM on 22 August 2013 Mr. Budi Maharesi succeeded Steven Kwang as chairman of the division. Mr. Kwang remains on the committee and was thanked by the new chairman and his efforts as chairman over the past two years.

Mr. Maharesi is based in Jakarta Indonesia thanked retiring committee members in particular James Ong who was former International Chairman.

QUEENSLAND

The division AGM and seminar on Mold issues was held on 22 August 2013 at the Broncos club Brisbane. The event was well supported with 49 attendees made up of insurers, building company staff and loss adjusters.

The annual charity Golf Day will be held at Gainsborough Greens Golf Course on 18 September. This event has received good support over the years and proceeds go to the Childrens Hospital Foundation.

SOUTH AUSTRALIA

Annual Luncheon – 13 September 2013

Just a reminder that the SA Division Annual Luncheon will be held on Friday 13 September 2013 at the Adelaide Entertainment Centre. Please RSVP to Garry Kelly at Equity Adjusters (via email) garry@equityadjusters.com.au by Friday 23 August 2013. Members are required to invite their own guest. Please do all that you can to support this event. We look forward to seeing you there.

Education Seminar & President's Visitation – 7 November 2013

On Thursday afternoon, 7 November 2013, President Michael Cooke and CEO Tony Libke will be visiting Adelaide. Both would like to meet with as many SA Members as possible at a venue to be advised later. The Council is currently preparing a mid-afternoon education seminar to occur beforehand, followed by a presentation by Michael and Tony.

This is a great opportunity to meet the President and CEO for an end of year and pre-Christmas get together. Drinks and finger food will be supplied afterwards. Can you please make a note in your diary now to ensure that you are free to attend. Further information will be released shortly.

NEW SOUTH WALES

The Annual Luncheon was held at the Royal Sydney Yacht Squadron on Friday, 26 July 2013. The popular event was attended by 167 adjusters, insurance industry guests and sponsors. The entertainment was provided by South African comedian, David Smiedt, and a great afternoon was had by all.

The Division AGM was held on 13 August 2011, with the following Councillors elected for 2013 / 2014:

Chairperson:	Christine Boardman
Secretary/Treasurer:	Meryl Smith
Councillors:	Andrew Bristow
	Rik Brown
	Joanna Elias
	Simon Hovian
	Kevin Mcelhenny
	Craig McLeod

A Members Meeting will be held on Thursday, 26 September 2013 at Cammeray Golf Club, with Robin Shute of Wotton + Kearney Insurance Lawyers presenting on the interesting and current topic "Bushfires - Lessons Learned from the Litigation". Invitations will be issued shortly, with AICLA Members and Non Members who are practising Loss Adjusters encouraged to attend.

NEW MEMBERS

There has been a large number of new members joining AICLA in the past two months. In particular we have received a big boost in enrolments from Indonesia where we have also achieved very strong enrolments in the Diploma of Loss Adjusting.

COP REVIEW

The General Insurance Code of Practice independent review has been completed and the recommendations have been released. The reviewer Ian Enright has called for the establishment of a Code Governance Body (CGB).

It was recommended that the CGB establish appropriate training standards for service providers. A copy of the full report is available via the ICA website www.insurancecouncil.com.au

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

HURRICANE SANDY

Hurricanes are of course very common to North America and its neighbours. Every year these major storm events occur, sending those fortunate enough to have basement storm shelters scurrying fearfully into them, often to emerge later to a completely flattened landscape. There are large accumulations of insured and uninsured losses, and these keep many loss adjusters — and the courts — fully occupied for weeks on end.

Hurricane Sandy was a major event that occurred late in 2012, killing 285 people (72 of them in and around New York State on the USA mainland). Its effects were exacerbated by an unusual collision of weather systems. Unlike the 'Swiss cheese' effect of several small inconsequential aircraft errors lining up and producing an airline disaster, these weather effects were all individually catastrophic even before they combined.

Amongst many other reasons which we outline, Sandy was notable in that the authorities closed the subway system before flooding occurred in its tunnels, and in so doing saved many thousands — if not hundreds of thousands — of lives that would have been lost by drowning once the salt water had shorted power and brought all trains to a standstill in their tunnels.

From a general insurance point of view, Sandy gave rise to around 400,000 claims and at the peak there were 5,500 adjusters working in the field and in appalling conditions on Sandy-related claims. It is of interest that a typical complaints rate was 1%, posted by the company that made use of the most adjusters.

Our paper at CPD 053 reviews Sandy, what exactly led to it, what happened when it struck and how the authorities coped. You can access this and the other papers in our on-line CPD facility at any time. Simply click on the hotlink below, or navigate through 'Professional Development' on the AICLA website Home Page. Members should use the User Name **cpduser** and the password **aiclacpd**. Your web browser may offer the option: 'Remember this password'. We look forward to seeing you there!

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

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Dean Jacob	Provisional	Victoria
Ian Heppell	Provisional	Queensland
David Hamilton	Provisional	Queensland
Seng Wah Tan	Affiliate	International
Kim Wah Chong	Affiliate	International
Amy Postuma	Provisional	South Australia
Deven Raniga	Affiliate	New Zealand
Brian Ainger	Affiliate	New Zealand
Chan Chung Lun Alan	Provisional	International
Peter Brown	Provisional	Western Australia
Carl Coldham	Provisional	Western Australia

ELEVATIONS

Name	Class	Division
Peter Kent	Fellow	Victoria
Angelo Leonardis	Affiliate	New South Wales

TRAINEES' WORKSHOP

As reported above the Trainee Loss Adjusters' Workshop in Sydney on the 31 July 2013 was very successful. Presentations were made by the president Michael Cooke, Tony Libke, Paul O'Sullivan, Hugh Khull, Leo Fluitsma, Wendy Reid, Bob Richards and Michael Collins. The feedback from the attendees was very positive and AICLA thanks those members who volunteered their time to present. Topics were diverse and included, Ethics in Claims, Survey of Risk, Calculating a Reserve, Case Studies, Interviewing Techniques and Membership Pathways. Attendees' made some valuable suggestions for topics 2014.



DISASTER STATISTICS

Please see below ICA statistic as at August 2013 on the following CAT event.

CAT 131 – Tasmanian Bushfires

Total Claims	1,789 (<i>incl 5 denied</i>)	
Total Approximate Cost	\$88.1 million	
Avg Dollars Paid PWD	\$0.61 million	Average Claim Value
Property Claims	86% closed (up from 75%)	\$111,621
Contents Claims	97% closed (up from 94%)	\$14,852
Domestic Motor Claims	95% closed (up from 87%)	\$10,108
Commercial Property Claims	83% closed (up from 71%)	

CAT 133 – QLD Storms Flooding

Total Claims	87,852 (<i>incl 699 denied</i>)	
Total Approximate Cost	\$978 million	
Avg Dollars Paid PWD	\$2.01 million	Average Claim Value
Property Claims	81% closed (up from 68%)	\$10,321
Contents Claims	86% closed (up from 73%)	\$4,287
Domestic Motor Claims	91% closed (up from 84%)	\$7,312
Commercial Property Claims	61% closed (up from 57%)	

CAT 134 – NSW Storms Flooding

Total Claims	19,521 (<i>incl 425 denied</i>)	
Total Approximate Cost	\$119.9 million	
Avg Dollars Paid PWD	\$0.71 million	Average Claim Value
Property Claims	62% closed (up from 51%)	\$5,609
Contents Claims	83% closed (up from 78%)	\$2,541
Domestic Motor Claims	90% closed (up from 81%)	\$5,789
Commercial Property Claims	68% closed (up from 61%)	



2013 CLAIMS CONVENTION SYDNEY

EXPERIENCED LOSS ADJUSTERS

Cunningham Lindsey Australia Pty Ltd, a leader in Global Risk Management Services, is now seeking to employ suitably qualified and motivated loss adjusters in multiple locations, following continued and sustained growth and success.

You will provide services across Domestic and/or 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 should possess one or more of the following attributes:

- Insurance Loss Adjusting experience, especially in respect to Domestic/ Commercial claims; and/or
- Insurance Claims Management experience in Domestic and/or Commercial 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

If you have not already completed the AICLA examination programme you will 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 the 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.

To learn more about our organisation visit our website www.cunninghamlindsey.com or for our [key contacts list](#).

All applications will be treated in the strictest of confidence.

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

Please note applications from agencies will not be considered.



AICLA offers members the opportunity to advertise positions vacant in LA News.

The cost is 200.00 (+ GST) and the advertisement will be run for one month. 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.