



## FROM THE INSTITUTE PRESIDENT, MICHAEL COOKE

September had a busy start with meetings with AICLA Chief Executive Tony Libke in Sydney, where we spent time planning the remainder of the year's activities, including the AGM, which will be held in Auckland on 30 October 2014, following the Board and Education meetings. The Annual Report including audited financial accounts and Notice of AGM will be forwarded shortly to members. You will see from the Annual Report that 2013/14 was a highly successful year with many projects implemented and growth in membership, diploma enrolments and attendees at both the Sydney and Asian Claims Conventions. Also importantly AICLA is in a sound financial position.

Some of the activities planned over the coming months include:

- Women in Loss Adjusting - We will be sending out a questionnaire to members on this important topic. The Board is keen to investigate if more can be done to support women in the profession.
- CPD Workshops – Two workshop modules have been finalised and are available for use by Divisions. The modules are designed for loss adjusters, insurers and brokers working in claims. We have a target of two or three new workshops over the next 6 months.
- Diploma of Loss Adjusting - The Education Committee is looking to improve the Diploma of Loss Adjusting course. We have identified the need to add to the Diploma a marine module, to meet the needs of our members, particularly in the Asia region. We have discussed this with ANZIIF and are reviewing an existing unit and hope to have a module available by the start of next year. Another unit being considered will cover Heavy Machinery Loss Adjustment.
- A Career in Loss Adjusting– We have held discussions with ANZIIF regarding marketing the insurance industry to schools, TAFE'S and Universities. ANZIIF is looking at an industry wide promotion strategy and we have offered to participate going forward.
- Loss Adjuster promotional DVD – The Board has approved the production of a promotional DVD on loss adjusting as a career.

- AICLA website – The Board has given approval for the website to be upgraded.
- CPD online – There are numerous activities available on the AICLA website. The articles and quizzes are being added to regularly so if you haven't looked at the site now would be a good time. The User Name cpduser and the password aiclapd.

These are some of the developments we are working on at the present and we will keep you informed as we progress further.

I attended the ANZIIF Claims Faculty Board meeting at the start of the month and had the opportunity for a private meeting with the ANZIIF CEO Prue Willsford. We discussed where our respective institutes could further work together, the new ANZIIF website and educational articles which appear on their website.

The ANZIIF website has been completely revamped and upgraded and I encourage you to visit and look at the new material available. Just a reminder to members who hold dual AICLA/ANZIIF membership, you can record your CIP points on their website, a great advantage for audit purposes.

The Sydney Claims Convention Committee held a debriefing earlier this month to help improve this premier event. The venue was extremely popular with sponsors and delegates. There is room for improvement in aspects of the convention and we are already looking forward to next year, with the venue again to be the Sofitel Wentworth booked for 5-6 August 2015.

The Asian Claims Convention will be held in Hong Kong, on 24-25-26 March 2015. The planning committee is working on the programme with some very interesting speakers and topic already confirmed.

I encourage members who are eligible to give consideration to the annual Carey Bird Scholarship, which offers a great prize and prestigious award. The scenario will be publicised at the end of the year.

Thank you to those members who have contacted Elizabeth Marx on the history of the profession project. If you wish to contribute you can contact Elizabeth at [adminoffice@aicla.org](mailto:adminoffice@aicla.org).

**Kind Regards,  
Michael Cooke**

## NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

### NEW MEMBERS

Name	Class	Division
Lauren Warner	Provisional	New South Wales
John Bell	Associate	New Zealand
Wade Harrington	Provisional	New Zealand
Giles Rees	Provisional	New Zealand
Scott Tritton	Provisional	Victoria
Alan Rydings	Provisional	New Zealand
Nhu Cuong Tran	Affiliate	Int (Vietnam)
Jose Dalanon	Affiliate	Int (Philippines)
Joanna Chou	Affiliate	Int (Taiwan)
Eric Wang	Affiliate	Int (Taiwan)
Marc Gibson	Associate	Victoria

### ELEVATIONS

Name	Class	Division
Anthony McKinnon	Fellow	New South Wales
Yee Sng Phen	Affiliate	Int (Malaysia)
Chung Lun Chan	Associate	Int (Hong Kong)
John Swan	Fellow	New Zealand
Charles Pow Sen Ho	Associate	Int (Malaysia)
Adrian Cheong	Associate	Int (Malaysia)
Seng Wah Tan	Associate	Int (Taiwan)
Hwee Seng Chan	Associate	Int (Singapore)
Leo Chen	Fellow	Int (Taiwan)

## AAFI CONFERENCE – GOLD COAST

The Australasian Associations of Fire Investigators conference and workshop will be held at the Sofitel Hotel, Gold Coast on 8-10 October 2014.

The keynote speaker at the conference and facilitator for the full day workshop is renowned US fire investigation expert John Lentini.

Registrations close: 3 October 2014

[For a copy of the full programme click here.](#)

## ASIAN CLAIMS CONVENTION

The ACC15 will be held at the Grand Harbour Kowloon Hotel on 24-25-26 March 2015. The event will commence with a cocktail function on Tuesday evening and be followed by two day convention and gala dinner. Immediately after the convention the Hong Kong Rugby 7's will be held.

[For look at what is planned click here.](#)

**ASIAN CLAIMS CONVENTION 2015**  
**HONG KONG**

**HARBOUR GRAND KOWLOON HOTEL**  
24-25-26 MARCH 2015

**FOLLOWING THE CONVENTION RUGBY 7'S**  
27-29 MARCH 2015

**AUSTRALASIAN INSTITUTE OF CHARTERED LOSS ADJUSTERS**  
[WWW.AICLA.ORG](http://WWW.AICLA.ORG)

## QUEENSLAND

The Queensland Division annual luncheon will be held on Friday 24 October 2014 at Tattersalls Club Brisbane. Members and industry guests are welcome to attend.

## WESTERN AUSTRALIA

On 28 August WA Division held its AGM at the Royal Perth Golf Club – the following appointments were made:

Division Chair/Secretary	Gary Sewell
Councillors	Jaye Kumar David Outred Doug Bickenell Darrell Stops

Our first seminar will be on Thursday 23 October and be on BAL (Bush Fire Attack) ratings and be conducted by RUIC specialist surveyors in this field.

## VICTORIA

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### **“TALES FROM THE UNDERWORLD” – 2014 AICLA CHRISTMAS GALA**

Preparations are going well for the end of year event being held at the Jim Stynes room at the MCG on 8th December 2014.

This is a great opportunity for AICLA members to invite industry guests to a first-class event which includes a three course spectacular dinner, drinks and entertainment. This year we have secured John Sylvester AKA Sly of the Underworld to entertain you all.

So get cracking as the special early bird discount prices end soon along with tables being booked up!

**For more information please click here to see the information pack at and for any questions please do not hesitate to contact Narelle Handley on 0431 686 571 or narelle.handley@cl-au.com**

**All bookings to be made via [mnewman@lkagroup.com.au](mailto:mnewman@lkagroup.com.au)**

***We look forward to seeing you there!!!***

## NEW SOUTH WALES

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### **MEMBERS EDUCATION MEETING**

**Thursday 23 October 2014 @ 3.30pm**

#### **SCIENCE AND INSURANCE:**

**The Good, The Bad and The Ugly**

**SPEAKER: Dr Craig Simpson**

Dr Craig Simpson - Senior Scientist Occupational Hygiene from SLR Consulting Australia P/L will be our guest speaker.

Craig will present on Understanding Science, Scientists and how Science can help or hinder insurance claims, with reference made to case studies involving mould and chemical contamination.

Members and non member practising Loss Adjusters are invited to attend.

### **COCKTAIL FUNCTION**

**Please save the date – Thursday 27 November 2014**

This years end of year cocktail function will have a change of venue and will be held at the Australian Museum in the Dinosaur Gallery.

***Invitations will be issued closer to the event.***

## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

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### **MECHANISMS OF EXPOSURE CONTROL**

How often are the very different animals of GST adjustments, average, contribution, co-insurance and salvage all considered together? They were in our fairly early paper, at CPD023.

In that paper, designed for beginners, we looked at those and other aspects from the broad-brush approach of reducing the burden to insurers of a claim without depriving an insured of correct indemnity. Amazingly, one or other of these is often overlooked by the new adjuster — or more commonly by that breed of eg builders who style themselves as adjusters. It is also the case that the insured person — particularly the householder or small business owner — will often look at a claim in a very simplistic way and may well have unrealistic expectations.

Of course, the experienced adjuster knows well enough that half the battle is explaining to the insured why the settlement differs from expectations, which is invariably downwards! The varying public image of adjusters as a result of press or political comment at the time of disasters does not help.

Since the adjuster should be able to expend the maximum time and effort on the human aspect in order to minimise the chance of dispute, it follows that the mechanics of the adjustment should flow easily and smoothly. This paper was designed to assist in that process and we commend it to you.

Out of town or in a remote location? Too busy to get to seminars? Having trouble obtaining the necessary quota of CPD points? Our on-line CPD facility is designed for you and is available to all members on a 24/7 basis. You can access the facility via 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.](#)**

# AUSTRALIAN NETWORK ADJUSTERS (VRS Global Partner)



## GENERAL PROPERTY ADJUSTERS – SYDNEY

Australian Network Adjusters (ANA) has earned an enviable position in the market as providing one of the best claims handling services. The Company's competitive advantage and growth strategy is based on using the best people to deliver our proprietary developed Process Management System to Clients who value knowledge based expertise, experience and personal service. Our business model of strategic alliances allows us the flexibility to form partnerships with individuals and companies who share this vision.

ANA has been in the market for over 14 years and has been endorsed by our Clients as continuing to deliver on our promises and commitment in providing reliable and quality service.

As a result of this and following the securing of additional contracts, we continue to grow.

Furthermore, ANA is the Australian partner of VRS Global, an international network of over

300 adjusting companies from more than 90 countries. With adjusting nominations on over 200 international corporate accounts, this partnership has led to ANA receiving a number of major loss appointments in Australia.

We are opening a new office in Sydney and are currently looking for General Property loss adjusters to join our team. We expect that you would be an experienced adjuster, with experience in handling all types of Property losses, predominantly Commercial lines and Strata.

Membership of AICLA or willing to join would be an advantage.

**Please direct all applications to our General Manager, [brian.treloar@ana.net.au](mailto:brian.treloar@ana.net.au) or call Brian Treloar on 0413 562 562 for further details.**

**All enquiries will be handled in the strictest of confidence.**



**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](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.