



FROM THE INSTITUTE PRESIDENT, MICHAEL COLLINS

Dear Colleagues

There are so many reasons why you should consider attending the next **Asian Claims Convention**. Not only will you get the opportunity to attend the two day seminar, where top quality international speakers present on contemporary and relevant issues but you will also get the opportunity to meet and spend time with some truly fabulous people from around the world that have similar stories to tell as you.

The 2015 convention was held in Hong Kong and was attended by 130 delegates from 14 countries. The speakers presented an excellent array of topics and I personally felt that my own education and understanding of risk and insurance issues had a real 'fix' in just a few days. I know that many of the delegates I spoke to felt the same way. Thank you to all of the speakers who gave their time and energy so willingly and for the delegates who attended the convention. It was great to meet you.

A formal delegate's dinner was held on Wednesday night where we were entertained by a variety of Chinese entertainers. Terry McMullan from Insurance News was called to the stage and attempted to stack blocks horizontally one at a time in the air, whereas our International Division Chairman Mr Budhi Maharesi from Indonesia attempted to throw a chopstick through a piece of wooden board from a distance of about 3 metres. Fail.

Renowned UK Loss Adjuster Mr Alan Cleary was awarded Honorary Membership for his contribution to the Institute and our profession in general, which took him by complete surprise. His wife Beryl told me that it was the first time she had ever seen her public speaker husband 'lost for words'.

Following Hong Kong CEO Tony Libke, Budhi Maharesi and I travelled to Jakarta, Kuala Lumpur, Bangkok and Singapore where we had the pleasure of meeting our members in those countries. We each gave a presentation on different aspects of the Institute followed by a presentation on interview techniques. Our attendance was well received and it was a great opportunity to meet and mingle with our members afterwards.

As Loss Adjusters we all face similar challenges that are occurring in our profession regardless of what country we live. I was interested to learn that Indonesia, Kuala Lumpur and Bangkok assign about 4 to 5 adjusters to every major loss whenever one occurs. A lead adjuster has overall conduct of the claim but the other adjusters assigned to the job all perform critical roles.

The rationale behind that model included eliminating competition between adjusters within the office environment therefore creating greater unity, efficiency and productivity, but most importantly it provided regular opportunity for the less experienced adjusters to learn how to handle major loss and to be exposed to the different aspects of a claim adjustment and insurance in general on a more regular basis. I think that concept has great merit on many fronts.

It has certainly been my experience in the Australian market that loss adjusters often handle major claims, or most aspects of it, on their own. I understand the mechanics behind that concept but it can produce a competitive environment in the office. It also limits the educational benefit that less qualified or experienced adjusters would gain if they had the opportunity to get involved.

It was evident during our tour of the Asian region that the Loss Adjusters we met have a strong interest in education and qualifications. I applaud you for your commitment to your personal and professional development and encourage you to commence or complete the Diploma of Loss Adjusting at your earliest convenience.

The recent storm and hail activity in **New South Wales** continues to produce significant volumes of work. Many members from all over the country are travelling to NSW to assist. I wish all members involved the best of success. The enormity of these events can produce high levels of expectation and stress over and above what we all do best and it is important for our members to take time out to 're-energise' at appropriate times.

The deadline for the **Carey Bird Scholarship** is near. The subject material is available on the website and I encourage eligible members to give it a go. The winner has the opportunity to attend the 2016 Asian Claims Convention or the next Australian Claims Convention held in Sydney. Good luck.

Until next time
Michael Collins

ASIAN CLAIMS CONVENTION 2015 HONG KONG

The Asian Claims Convention as reported by the President was very successful. Delegates, sponsors and speakers all rated the event very highly in survey results. The venue and date for ACC16 will be determined in the near future.



[FOR PHOTOS FROM THE EVENT CLICK HERE](#)

VISIT TO ASIA

Following ACC15 in Hong Kong the President Michael Collins, Chief Executive Tony Libke and International Division Chair Budi Maharesi participated in meetings with members, regulators, CEO's of loss adjusting firms and kindred insurance bodies in Jakarta, Kuala Lumpur, Bangkok and Singapore. The members' meetings were very well supported with the highest number in Bangkok where 44 members and others wanting to know more about AICLA attended.



[FOR PHOTOS FROM THE VISIT CLICK HERE](#)

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Hardianto Setiobudi	Affiliate	Int (Indonesia)
Chiap Tan	Affiliate	Int (Malaysia)
See Choong Lau	Provisional	Int (Malaysia)
Awgku Kaloski	Affiliate	Int (Malaysia)
Minh Phuong Tran	Provisional	Int (Vietnam)
Hai Luong Dinh	Affiliate	Int (Vietnam)
Tri Thang Vu	Affiliate	Int (Vietnam)
Waz Keong Kenneth Neo	Provisional	Int (Singapore)
Andrew Feeney	Provisional	Western Australia
Gareth Cottam	Provisional	Western Australia
Alan Smit	Provisional	Western Australia

ELEVATIONS

Name	Class	Division
Maria Widiasusanty	Associate	Int (Indonesia)
Fiona Davis	Associate	Victoria
Rodolfo Lat	Associate	Int (Phillippines)
Andrew Khoo	Associate	Int (Malaysia)
Thatchawut Chaychayanon	Associate	Int (Thailand)

CC15/ TRAINEES WORKSHOP

The Sydney Claims Convention will be held at the Sofitel Wentworth Sydney on **5-6 August 2015**. The programme is largely finalised and will include **Dr Keith Suter**, social commentator, **Dr Anna Sandiford**, forensic scientist from NZ, **Chris Wallace** from the Australian Reinsurance Pool Corporation and **Chris McKinnon** the Australia country manager for Lloyds.

The claims convention will be preceded on **4 August 2015** by the trainee loss adjusters workshop in Sydney. The programme for this event is being finalised and will be released shortly.



CAREY BIRD SCHOLARSHIP

Members are reminded that submissions for the Carey Bird Scholarship close on 31 May 2015.

The prize is open to all AICLA members (qualified and unqualified) up to age 40 and also members who are over 40 and are, at the time of entry, enrolled in the Diploma of Loss Adjusting.

The scholarship prize is attendance at either the Sydney Claims Convention or the Asian Claims Convention with airfares, accommodation and other expenses paid. The award is co-sponsored by Marsh Facs.

For details of the claim scenario click here.

VICTORIA

Thursday 10 December 2015
Crown Palladium



Is the date set and booked for this year's Victorian AICLA Christmas Gala and Diary Presentation.

Further to the immense success of last year's event the Victorian Committee is very excited to be planning this coming event with a few surprises including moving to this excellent and world-class venue.

With special accommodation rates just for guests, FREE parking (yes... at Crown) and extended venue hire we are sure to make this event memorable.

So pass this around to your colleagues, clients and suppliers and mark the date as further information will be out soon!!!

Member Suggestions

The Victorian Committee is open for suggestions on events, forums, training etc that can be organised for member's benefit. If you have any suggestions or ideas on what you and your colleagues may be interested in please email us at vicdiv@AICLA.org

Things to think about include what sort training/information you would like about certain aspects of Loss Adjusting, ideas on specific presenters that you would like to see, venues, open forums between Adjusters to discuss challenges in the industry etc.

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

CYBER RISK

A very rough translation of 'Cyber' is not 'to do with computers' as you might expect, but in fact is far wider than that! The historical root of the word approximates to 'leader' or 'latest thing'. But today universal computer use — although not by any means truly the latest thing — and applications as well as problems, especially for commerce, means that the everyday use of the word to mean anything to do with computers is appropriate.

Members will be well aware of the risks of data or program corruption that flow from downloading harmful software via 'phishing', being the false titling of harmful attachments to emails. We put those on a par with those emails from far-off countries that promise us an easy million dollars if we will just pay a small (say a mere \$1,000) legal fee to release the funds. Hopefully the busy loss adjuster will not be tempted, even to press the often mistitled 'unsubscribe' button.

But the well-publicised loss that has been in the forefront lately is not the harmful injection of malware onto a working system, but rather the unlawful copying of information from a system — in other words a flow of harmful communication the 'other way'. To be exact, the difficulty that has arisen with several North American companies is that their records of customers' details and credit card passwords have been unlawfully copied, read and fraudulently misused via electronic intrusion. The mechanism of the Internet means that this intrusion can take place from anywhere in the world.

This has led to large class actions connected with loss of privacy and thus a liability exposure that probably was not envisaged at the time that many liability covers were inceptioned. Although well-publicised, this is not by any means the only cyber risk, and furthermore the concept of the 'Internet of Things' (IoT), where all manner of machinery and other devices can be accessed via the internet, vastly increasing the potential for disaster.

We invite you to read our paper on the subject, which you will find at CPD071. Navigate to this on our website through 'Professional Development' on the 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.](#)

POSITIONS VACANT



EXECUTIVE CONSTRUCTION ADJUSTERS – VARIOUS LOCATIONS

In response to continued growth and demand, we are seeking to employ a number of suitably motivated and qualified Executive Construction Adjusters to fill roles based in Sydney, Perth, Melbourne, Brisbane and Auckland.

Whilst principally providing loss adjusting services, the role of the Executive Construction Adjuster is to perform additional core functions including quality assurance, peer reviewing, account management, and business development. Key responsibilities include:

- Project managing the claim process and reinstatement of property;
- Investigating and identifying the cause of loss or damage, determining the nature and extent of loss and damage, and analysing, verifying and quantifying the loss or damage;
- Interpreting and applying the terms and conditions of the applicable insurance policy to the loss or damage.
- Agreeing / negotiating the claim assessment with the Customer and Client;
- Effectively communicating with Clients, Customers and Brokers, Agents and Representatives via a range of mediums;
- Developing and maintaining effective working relationships, both within and beyond core clients;
- Sharing your specialist knowledge with colleagues and contributing to ongoing professional development through the Quality Assurance system and peer review process;
- Assisting in and contributing to the ongoing development and growth of a leading construction team in both Australia and New Zealand.

To succeed in this role, you will have gained specialist skills and experience via exposure to a broad range of insurance claims, including large and complex claims. A specific track record and capability in contract works and contractor liability claims is also essential, in addition to the following qualifications:

- Relevant tertiary degree or diploma;
- Diploma in Financial Services (Loss Adjusting), or Chartered Loss Adjuster;
- Certificate in Loss Adjusting Practice; and
- At least five years' experience as a Loss Adjuster with exposure to a significant portfolio of construction risks losses.

These roles offer the opportunity to be part of a truly global team working for global customers, and to leverage off key connections and networks to further develop your career.

Remuneration will be commensurate with qualifications, skills and attributes. Additional benefits include a fully maintained Company Motor Vehicle, Mobile Phone, Laptop and access to a generous performance incentive program.

To apply for this role, please submit your resume to Andrew Thomas, Head of Construction, at Andrew.Thomas@cl-au.com

POSITIONS VACANT



LOSS ADJUSTING FIRMS - EXPRESSIONS OF INTEREST

ASTA Group is a strategic alliance of specialist independent loss adjusting firms forming the third largest national loss adjusting organisation within Australia. ASTA currently operates predominantly in the commercial property and residential/commercial strata sectors as well as servicing high net worth personal claims using our team of highly experienced property loss adjusters.

In addition to these services ASTA Group also has dedicated teams in Major Loss and Specialist Claims, Liability and Business Interruption, as well as highly specialised national teams for Engineering (machinery) and Motor (including Heavy Motor) losses across all sectors.

ASTA Group provides its services to a wide range of general, specialist and niche Insurer's, all of which demand the highest level of service provision, quality and consistency found in ASTA's successful combination between small business owners with national infrastructure and market presence.

Due to increased demand for our services over the last two years ASTA is now seeking expressions of interest from high quality independent loss adjusting firms in all states and territories looking to increase their exposure to key Australian Insurers.

For further information or to discuss a potential membership with ASTA Group in confidence please contact Dave Bazen, Chief Executive Officer at dave.bazen@astagroup.com.au or on (08) 9361 1979. Alternatively please see our website at www.astagroup.com.au for more details on our national operations or contacts in your state.



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.