



## FROM THE INSTITUTE PRESIDENT, MICHAEL COLLINS

Dear Colleagues

By now most divisions have held their Annual General Meeting and have elected their new council. I take this opportunity to welcome all new councillors and office bearers and look forward to meeting and working with you throughout the year.

I also wish to acknowledge and thank those who have resigned from or retained their position on council for their valued contribution and efforts. Your time and energy is very much appreciated and has not only contributed to the success of your division but also to the Institute in general.

The Institute is of course all about you – the member - and the success and benefit of each division is ultimately up to you. If you do not hold a position on council please do all that you can to support your division by attending seminars and events, putting forward any ideas or requests that are of interest to you and/or the profession, and encouraging your colleagues to follow suit. A lot of energy is invested by your division to organise these events for your benefit and they are reliant on your support.

Recently, I was contacted by an insurer who voiced concerns about a couple of matters that loss adjusters are doing on a regular basis that are causing that insurer much annoyance.

The first matter related to the time it is taking loss adjusters to settle straight forward, low value claims where there is no issue with policy response or indemnity. I was advised that the average settlement time exceeded 80 days, which is completely unacceptable to the insurer. As a result alternative methods are now being explored on how to settle those claims and we are seriously at risk of losing that business if our service delivery and timeliness does not improve.

The second matter related to a propensity by loss adjusters to recommend a cash settlement for a building claim where the building could have been repaired and/or rebuilt. It is up to the insurer to determine the basis of settlement and for this insurer 'repair or replace' is its preferred option.

That way, there is a high chance that the insurer will be able to retain the client and continue to insure the newly repaired or rebuilt building that is probably now a better risk than what it was before. It also allows the insurer an opportunity to recover some of its costs through premium income into the future.

There are no doubt some claims where a cash settlement is the only possible outcome. The insurer was aware and accepted that however the frequency of cash settling claims of this nature was becoming all too common, and was perhaps being done out of ease rather than preferred practice.

Needless to say we must do all that we can to settle claims promptly and in accordance with the Insurer's preferred methods, remembering of course that some insurers have different expectations and/or instructions to others. It is up to us to keep up to date with what insurers expect of us so that we can meet their expectations.

The Trainee Loss Adjusters Workshop was held in Sydney on 4 August 2015 with 28 new or near new loss adjusters attending. The workshop comprised a variety of speakers who presented on subjects that were very relevant to new comers to our profession. The subjects included ethics, interview techniques, mould, simple construction and engineering. The feedback received so far has been very positive and the educational benefit that these sessions provide is invaluable.

The Claims Convention commenced the following day at the Sofitel Wentworth in Sydney. The convention is a joint venture between AICLA and ANZIIF and many months of planning and organising resulted in a very successful event. Whilst the attendance level was down on previous years those who attended benefited from the many and varied contemporary presentations as well as the fellowship enjoyed at the dinner. Please consider this event for next year as the speakers will open your eyes about what is happening in our world and profession and as always, there is much to learn.

It has previously been advertised that the next Asian Claims Convention will be held in Bali in April 2016. Unfortunately, due to the volatility and uncertainty of the recent volcanic activity in the pacific region, as well as potential event and travel insurance cancellation issues, the organising committee has decided to hold the convention in Phuket. More information will be released about the convention dates and venue in the near future.

**Until next time**

**Michael Collins**  
**President - AICLA**

# ACC16 – PHUKET

Due to on going volcanic activity in the vicinity of Bali and the prospect such activity may disrupt the Asian Claims Convention.

The organising committee has decided to transfer the 2016 convention to Phuket Thailand. The convention venue is being negotiated and will be advised shortly.

The dates for the event will be 20-21-22 April.

The facilities in Phuket are of a high standard and the committee believes the event will be very popular. Full details will be made available in the near future.

## DIVISION NEWS

### TASMANIA

The Annual General Meeting of the Tasmania Division was held on Thursday, 27th August 2015.

The following members were elected as Office bearers.

<b>Chairman</b>	Nick Ackers	Technical Assessing
<b>Sec/Treasurer</b>	Peter Norton	Cunningham Lindsey
<b>Councillors</b>	Peter Pearce	QBE
	Michael Cooke	Technical Assessing
	Gary Price	G.price & Associates
	George Rosevear	Asta
	David Appleby	Cunningham Lindsey
	David Farmer	David Farmer
<b>Secretary</b>	Brian Aherne	Brian Aherne Consultancy Pty. Ltd.

### SOUTH AUSTRALIA

The SA Division AGM was held last Thursday 27 August with around 15 people in attendance either in person or by proxy. The council members remain the same with intentions of a busy year in 2016 with many activities to be undertaken by the division. Of note is the annual luncheon to be held at the Adelaide Oval on Friday 2nd October. Guest speaker Jason McCartney should be a good draw since this is the start of the long weekend and the Footy Grand Final. Wayne Phillips will be the master of ceremonies in what promises to be the event of the year in the SA calendar.

### QUEENSLAND

The Queensland Division recently conducted a Seminar and AGM with 37 attendees. At the seminar there were presentations on the Use of Drones in Claims and an update on the Loss Adjusting History Project. Insert Photo.

The Division is holding a Charity Race Day in conjunction with Woman in Insurance on Wed 9 September. This inaugural event is expected to attract over 100 attendees and proceeds will benefit the Childrens Hospital Foundation.

The End of Year Luncheon is planned for Friday 13 November at the Brisbane Club and members are asked to note the date. Further details will be released shortly.



# CC15

The 9th AICLA/ ANZIIF Claims Convention was held in Sydney on 5-6 August 2015. Below are photos from the event.



Other photos are available [click here](#).

## NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

### NEW MEMBERS

Name	Class	Division
Reshama Dongare	Affiliate	Victoria
Denis Ssewankambo Tamale	Affiliate	Int (Uganda)
Hai Son Nguyen	Affiliate	Int (Vietnam)
Hong Viet Nguyen	Affiliate	Int (Vietnam)
Paul Martelli	Provisional	Western Australia
Lip Kong Benilons Saw	Provisional	Int (Malaysia)
Zach Stiven	Affiliate	New Zealand

### ELEVATIONS

Name	Class	Division
Minh Phuong Tran	Affiliate	Int (Vietnam)
Gregory Harris	Associate	New Zealand
Benjamin Chang	Affiliate	New South Wales

## – VALE – PETER MACLEOD & DON TAYLOR

Peter MacLeod aged 70 and Don Taylor aged 80 passed away within weeks of each other.

Peter and Don had started to practice together as MacLeod and Taylor in the late 1970's. Peter had been working for Don Bird ( Bird and Associates) and Don had been with Insurance Services.

Peter handled mainly large and complex Material Damage claims whilst Don who was a former Lloyds agent specialised in Marine losses.

The practice became a founding member of McLarens in NZ and today trades as Crawford and Co in Christchurch.

Peter was still working as a Loss Adjuster until he became ill earlier this year. After a period of running MYI in the Philippines he returned to NZ where he represented the LMI group and eventually practiced on his own account in claims preparation and loss management.

Don had retired some 15 years ago and took up playing veterans tennis full time.

## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

### THE 9/11 TERRORIST ATTACK

It is now 14 years after one of the most horrific events in mankind's civil history, the terrorist attack on the World Trade Center in New York and other smaller and more or less simultaneous attacks at other American locations. Basically, a number of passenger aircraft were hijacked in mid-flight and the offenders deliberately steered them into their targets. The event is invariably remembered visually by the gruesome live television footage of the World Trade Center North and South towers first being impacted and shortly afterwards completely collapsing.

Emergency services were completely overwhelmed while the American nation and audiences worldwide were afforded the horror of graphic images thanks to the immediacy of modern news gathering. It is arguable that there are many people who still suffer the effects of the extreme shock from witnessing the event, even remotely.

Our two-part paper which can be found at CPD074 and CPD075 outlines the course of events on that fateful day in September 2001, and explores the topics of security, emergency preparedness and response, and the impact on various sectors, including airline security, insurance, and even basic law and order, as well as alluding (although only briefly) to the various conspiracy theories.

The on-line CPD facility is a convenient way to contribute to the mandatory Continuing Professional Development program, especially for those members who find attendance at seminars and the like difficult for work-pressure or geographical reasons. With a large and growing number of papers ranging across many topics directly or indirectly relevant to the work of our members, we invite you to take advantage of this facility. Navigate on our website through 'Professional Development' on the AICLA Home Page. Members should use the User Name **cpduser** and the Password **aiclcpd**. 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



## LOSS ADJUSTER – NEWCASTLE OR CENTRAL COAST OFFICE

In response to continued growth and demand, we are seeking to employ a suitably motivated and qualified Loss Adjuster; however we will consider a trainee Adjuster with insurance experience, to fill a role based at our Newcastle or Central Coast office.

Whilst principally providing loss adjusting services, the role of the Loss 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;

To be considered for this role favourable consideration will be given to candidates who are able to demonstrate the following:

- Current or previous Loss Adjusting experience;
- Insurance Claims Management experience in Commercial and/or Domestic claims from an insurance company background;
- A general knowledge of building and construction
- Studying towards 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; and
- The ability to work as a team involving the achieving and implementing Strategic Objectives, together with the potential to provide mentoring to other team members.

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 David Gow, at [david.gow@cl-au.com](mailto:david.gow@cl-au.com)



**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.