



## FROM THE INSTITUTE PRESIDENT, MICHAEL COLLINS

Dear Colleagues

It has now been over a month since most of the divisional council elections were held and I hope that councils have already met to plan the year ahead. For those of you who are continuing in your role I thank you most sincerely for your contribution. I also welcome all new members to their respective councils and anticipate that you find your position beneficial and fulfilling.

I wish to take this opportunity to remind existing and inform new councillors and office bearers that the success of your division is up to you. Be creative with what you do and endeavour to hold seminars and other educational events that will benefit the members in your division.

I have noticed during my travels, and having been a member of the board since 2010 that every division does their own thing. Formal luncheons with guest speakers are common to most however some divisions have breakfast meetings, cocktail shows, half day and full day seminars. Golf days and other events are also popular.

Whilst the Institute is primarily focused on educating its members, divisional events are very important from a fellowship and industry colleague perspective. It is a great opportunity to mix with your counterparts to share stories and learn from each other. Please share your good ideas with your fellow council members and see what you can come up with.

I also encourage all members and prospective members to support your council by attending the events where possible. If you have a good idea or want your council to consider a particular topic or training session please let your council know.

Tony Libke and I recently participated in a debrief meeting with the organising committee for Claims Convention 15. The purpose of the meeting was to discuss the content and feedback from CC15 so that we can put it to good use and plan for Claims Convention 16. Whilst the numbers were lower than expected this year it was a little surprising that so few people who attended the convention completed the ANZIIF survey.

It is very difficult for the organising committee to gain an understanding on what the delegates wanted this year, and

more to the point, what they are looking for next year. The feedback we received was largely positive with most people praising the quality and varied content of the speakers.

Some feedback suggested that the convention be condensed to one day however concern was raised amongst some of the committee that it might not be an attractive proposition for interstate and overseas delegates to attend a one day event. From my perspective, being a loss adjuster who lives interstate I would still attend the convention if it was condensed to one day. Many Australian loss adjusters usually visit their Sydney client's at some time during the year and this may be the perfect opportunity. What do you think?

Other feedback suggested that the convention be extended to two full days so that interstate and overseas delegates could better justify the cost of travel. Some wanted more audience interaction from the speakers and some wanted topics that were very narrow and specific in nature.

As you can see, everybody's needs and preferences differ considerably and I guess the only thing that we can guarantee is that whatever the committee does, with the best interests of everyone attending, and by selecting the best speakers available to present the topics that we think you will find interesting is that we won't be able to please everyone all of the time.

To that end, despite the official ANZIIF survey being concluded, if you have a strong view on the format and content for Claims Convention 2016 please forward your view in an email to Tony Libke at [adminoffice@aicla.org](mailto:adminoffice@aicla.org). The committee cannot be expected to know what you want if you don't tell us.

We are currently in the process of organising the content for the 2016 Asian Claims Convention and are researching suitable speakers and topics. If you know of anyone who would be willing to present at the convention please let us know. The Asian Claims Convention is being held in Phuket in late April 2016 and promises to be another excellent event.

Tony and I are also in the process of renewing the Education Agreement with ANZIIF and it appears likely that the current agreement will remain in place for a further two years. I will keep you informed of any developments.

The AICLA AGM will be held in Sydney on Tuesday 27 October at 4:30pm. The venue will be the Mercure Sydney George St and all members are invited to attend.

**Until next time**

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

# AGM

The Annual General Meeting for the institute will be held on 27 October 2015 at the Mercure Hotel Sydney.

A notice of the AGM and annual report is scheduled to be distributed to members within the next few days. The AGM will be preceded by meetings of Education Committee and Board.



Planning for the 2016 Asian Claims Convention is proceeding with the organising committee identifying a range of contemporary topics.

A number of speakers have been confirmed and others have been approached to present at the convention which will be held in Phuket Thailand on 20-22 April 2016.

Final negotiations for the venue are proceeding and the selected hotel will be announced shortly.



## NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

### NEW MEMBERS

Name	Class	Division
Robert Pavey	Provisional	Queensland
Thakarn Rukchai	Affiliate	Int (Thailand)
Saridpong Ouwatanapong	Affiliate	Int (Thailand)
Utitt Atchacositt	Affiliate	Int (Thailand)
Amit Chand	Affiliate	New South Wales

### ELEVATIONS

Name	Class	Division
Wade Harrington	Associate	New Zealand
Thomas Murphy	Associate	Queensland
Timothy Wong	Associate	Int (Hong Kong)

# DIVISION NEWS

## VICTORIA

### Crown Palladium

Thursday 10 December 2015

It is getting closer to Christmas (...yes I have seen department stores have already set up their Christmas stock) and that also means that it is getting closer to the **AICLA (Vic) Christmas function!!!**

Entertainment for the night has been booked including **The Sam Ludeman Band** originally catapulted to stardom via Channel 9's - **The Voice**.



So pass this around to your colleagues, clients and suppliers and get your bookings in. More entertainment is also on the cards with what promises to be a great night!!

### Member Suggestions

The Victorian Committee are 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](mailto: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.

### Linkedin

The LinkedIn page, AICLA (Vic) Victorian Division is up and running we welcome suggestions, topic ideas and members to start conversations on the page. The page will become more active and hopefully more interactive in the coming days.

## WESTERN AUSTRALIA

At the recent AGM and the following members were elected for 2015/16:

<b>Chairman</b>	Gary Sewell
<b>Secretary</b>	Mike Pagels
<b>Treasurer</b>	Gareth Cottam
<b>Committee</b>	Doug Bicknell Ian Clendenning Darrell Stops Jaye Kumar

## SOUTH AUSTRALIA

The annual luncheon will 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

### Charity Race Day

The inaugural AICLA/ Woman in Insurance Charity Race Day was held on 9 September at Doomben Racecourse in Brisbane. The event was an outstanding success with over 100 attendees enjoying perfect weather, great food and a range of activities including fashions on the field. AICLA and WII wish to thank all those who attended and the sponsors for what was a memorable event.

The event raised just over \$8000 which was donated to the Childrens Hospital Foundation.

**Images of the event can be viewed here.**



### End of Year Luncheon

The Queensland Division End of Year Luncheon will be held on Friday 13 November. The venue for the function will be the Brisbane Club. Further information about the event will be circulated in the near future.



### 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.



## DEALING WITH CONTRACTORS' ALL RISKS CLAIMS – A PRACTICAL APPROACH

Another well attended workshop seminar was organised by AICLA and the Singapore College of Insurance (SCI) in Singapore on the 7th and 8th September and held at the Grand Park City Hall Hotel.

The two day session was attended by delegates from Thailand, Philippines, Indonesia, Hong Kong and Singapore. This was the fourth (yearly) workshop conducted by AICLA and SCI and forms part of the organisations' commitment to provide practical and intensive specialist claims handling training programs for the insurance industry in the region.

The two day Basic to Intermediate level interactive workshop programme provided participants with a practical understanding of the contract works policy and the issues faced in handling such claims by loss adjusters, claims managers and claims officers from Insurance offices and Brokers.

The first day's morning session set the scene for the Material Damage aspects of Contract Works claims with an overview of current and mega projects in the region, typical issues and practical examples and case studies. Following the morning's review and understanding of the Contract Works policy coverage, exclusions and conditions, the participants were presented in the afternoon with a number of case study exercises to work through in groups.

The second day commenced with an examination of the and Third Party Liability, including Professional Indemnity, aspects of the CAR policy, introduction of key concepts, investigation procedures, identification of key players and establishing quantum. This was followed up in the afternoon with case studies where the liability aspects of CAR claims were explored via a series of case study exercises.

The programme workshop facilitator was AICLA International Development Director, Jaye Kumar and the workshop leaders were Ian McWalter of FT Adjusting (Australia) and Pooba Mahalingham of Singapore. All presenters are AICLA members and continue to spend a considerable amount of their time with providing professional development training to industry members.

Jaye Kumar said, "AICLA appreciates the time our members, Ian McWalter and Pooba Mahalingham took from their busy work commitments to participate in this program and make it such a success. The feedback from the participants was extremely positive".

A special thank you is extended to Sandrina Lee and Ye Jinhui from SCI who did a great job in Singapore to organise this program.



Understanding Contractors' All Risks Claims - A Practical Approach  
- A Joint Workshop organised by SCI & AICLA  
7 & 8 September 2015

## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

### THE 9/11 TERRORIST ATTACK

With our New Zealand members still trying to catch up with sorting out claims resulting from the disastrous earthquakes of 2010 and 2011, amidst forecasts of further quakes on that part of the 'Pacific Ring of Fire' plus a gloomy 'it's not if but when' series of forecasts for many other regions in the world, it is not surprising that earthquakes are never far from our minds. Earthquakes (and the frequently associated Tsunamis) are two of the great natural hazards which cannot be eliminated and where remedial measures are limited to such partial measures as improved building design, response plans and Insurance arrangements. They remind mankind forcefully that with all the modern technology at our disposal we are helplessly insignificant when nature flexes its muscles.

Our papers covering Earthquake and Tsunami at CPD027 and CPD028 were written at the time of the Invercargill quake in July 2009, and of course there have been larger and more destructive earthquakes in New Zealand and elsewhere in the world since that time. The subject matter remains very much pertinent and our comprehensive treatment may be of interest to members.

As part of our constant aim of remaining up to date and relevant, we have recently placed the very latest Fair Insurance Code at paper CPD002, where it replaces extracts from the previous NZ Code. The new Fair Insurance Code takes effect in New Zealand from 1 January 2016.

We now have 74 papers on our on-line CPD facility, with a total of 67 hours (CPD points) and these cover a wide range of topics relevant to Loss Adjusting. This is an excellent 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. Navigate on our website through 'Professional Development' on the AICLA 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.](#)