



## FROM THE INSTITUTE PRESIDENT, MICHAEL COLLINS

Dear Colleagues

I start this edition of LA News by expressing my condolences on behalf of all members to the family, friends and colleagues of Daniel Ong, who passed away on 22 June 2016. There is no doubt that Daniel was a 'rising star' who commenced his loss adjusting career in Singapore with VRS Insight Adjusters and Surveyors Pte Ltd in November 2009. In November 2011 he became the manager of VRS Insight-Jinhu Adjusters Co Ltd and was based in Shanghai City, China.

Daniel was awarded the Diploma of Loss Adjusting Prize and the Syd McDonald Young Adjuster prize at the Australian Claims Convention held in Sydney in August 2014. He was a high academic achiever and was taken far too soon.

Many of our Australian members are currently experiencing a significant inflow of work arising out of the severe weather events that occurred primarily along the east coast over the past month. The storm events occurred in Queensland, New South Wales, Victoria and Tasmania and resulted in some significant losses. The action of king tides caused the partial collapse of some premium homes constructed on the sea front north of Sydney. Whilst most of the losses occurred to domestic properties there have been a significant amount of commercial and marine claims reported.

Over the next few weeks most members will receive nomination forms for election on their divisional council. This is the time for you to nominate yourself if you believe you have something to offer or want to make a change to the current arrangements. It is very important for the health of the institute that divisional councils receive an inflow of energetic people with fresh ideas and experiences. If this is you, or you know of someone who would be suitable, please nominate yourself or your colleague.

I consider it timely to remind you that the success of your division is a joint effort between the council and you as the member. Councillors are continually looking for ways to

provide a service to you and rely on your contribution, attendance at events and feedback to be able to provide you with what you want.

It is the responsibility of each council to plan its year, arrange seminars and other events. Councils are encouraged and permitted to organise a reasonable amount of educational seminars every year so if you have a particular subject that is of interest to you or would like to know more about events and seminars in your area please contact your divisional councillors. Your council is responsible for the level of activity within your division.

You will be pleased to hear that the AICLA website is currently in the process of being redesigned and should be completed towards the end of the year. A sub-committee has been created and is working with a web-designer to create a streamlined, user friendly and modern site.

If you wish to contribute towards the design and capabilities of the site please make contact with Tony Libke as soon as possible.

About 18 months ago the concept of developing an AICLA App was discussed by the Board at length and on face value and it was agreed the idea was a good one. However, the mechanics of having an App that serviced each of our membership countries, specific membership requirements and other information soon revealed itself as being a significant challenge.

An App that would contain the information encompassing our entire membership base from 23 countries, each with their own rules, guidelines, suppliers, policies, events, insurers, KPIs, SLAs and rules would be an extremely complex and expensive endeavour. It would require mobile application management (MAM) to provide updates and control access. Privacy issues and security risks would at this point in time outweigh the benefit to loss adjusters. AICLA is neither in a position to develop nor fund the ongoing maintenance such an App would require.

The concept is modern and probably the way of the future for many businesses and people, however, the logistics of our membership base and the variance in client rules, suppliers and other information make it impractical. I am aware that some loss adjusting firms are developing their own App that will naturally contain information relevant to them.

**Until next time**

**Michael Collins, President - AICLA**

AICLA/ANZIIF

# CC16

Claims Convention



# Now and the Future



## Claims Convention Sydney 20th September 2016

The 10th AICLA/ANZIIF Claims Convention will be held in Sydney at the Sofitel Wentworth on 20 September 2016.

*A copy of the registration brochure is available here...*

The convention will feature Ravi Malhotra, Managing Director, Accenture Strategy who will present on Global Trends and Challenges Facing the Insurance Industry. There will be a panel discussion on the Future of Claims Management. Other presentations include Data Analytics - Changing the Way Insurance is Handled, Insurance Disrupter Models, Australia in the Asia Sphere, FOS - Macro Trends in Claims, Social Media and Innovation, Cyber Crime and Use of Drones in Claims.

The event will feature a gala dinner and live entertainment. The early bird discount is available for registrations up to 19 August 2016 and group discounts are offered for 5 or more registrations from one organisation.

## TRAINEE WORKSHOP

The Trainee Loss Adjusters' Workshop will be held at the Novotel Rockford Darling Harbour Sydney on 19 September.

This one day event is designed for loss adjusters and claims personnel who are relatively new to the profession irrespective of age.

Presentations will be made by experienced loss adjusters and will cover such areas as Preparing a Scope of Work, Report Content, Understanding and Management of the Building Repair Process, Loss Adjusting Fundamentals, Role of AICLA and Membership Pathways.

A registration form for the workshop will be available in the near future.

## MEMBERSHIP UPGRADE

For most categories of membership there are multiple pathways for elevation including associates of 10 years standing who have been loss adjusting for 15 years and have completed CPD are eligible for fellowship status. The criteria for the various classes of membership are set out in the attached [Qualification and Rights for Classes of Membership](#).

If you meet the elevation criteria please complete the [Elevation Request Form](#) and ensure you include a completed [CPD record sheet](#).

## NEW AND ELEVATED MEMBERS

**Congratulations to the following recently admitted and elevated members:**

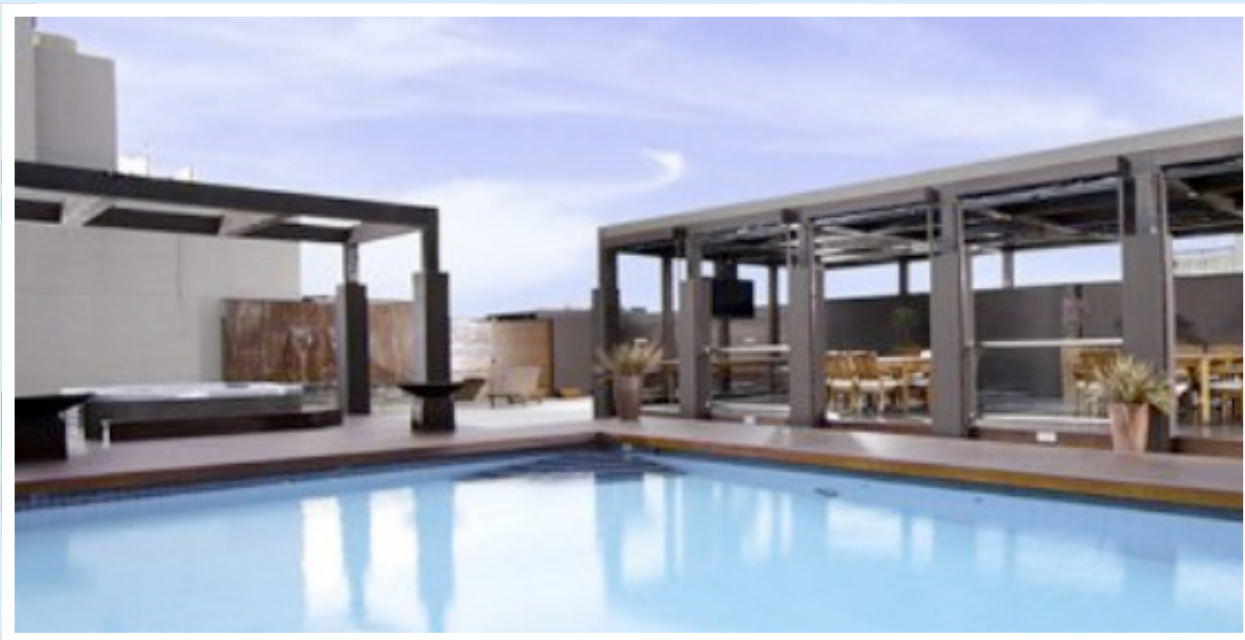
### NEW MEMBERS

Name	Class	Division
Alfred Barth	Affiliate	International
James Owen	Provisional	Western Australia
Jacob Britten	Provisional	Western Australia
Scott MacGregor	Provisional	Queensland
Amanda McNamara	Affiliate	Queensland

### ELEVATIONS

Name	Class	Division
Sabar Napitupulu	Associate	Indonesia
Michele Williams	Affiliate	Western Australia
Gareth Cottam	Affiliate	Western Australia
Su Kiong Evan Chang	Associate	Western Australia
David Bazen	Fellow	Western Australia
Martyn Wicht	Fellow	Queensland
Krit Chantachot	Associate	International
Kim Wah Chong	Associate	International

## VICTORIA



### IADJUST CONFERENCE 2016

From humble beginnings in 2014 this year we will be putting on our third all-day Loss Adjusting seminar in Victoria aimed at Loss Adjusters, Claims Staff, Brokers, Insurers and Insurance Solicitors.

We have a great line-up of presenters who will be going over interesting and very current issues and updates in Claims today including;

- Gadgets and technologies being used to assist in assessing;
- Discovery and Privilege – the ‘real story’;
- An update on the current use of Drone technologies and where this is headed;
- An industry update on Mould and water damage;

- Tips and tricks in verifying evidence of ownership with Jewellery and Watches; and
- Strata/Owners Corporation claim complexities.

This year’s seminar is being held at Rydges on Swanston which is an exciting venue. Morning and afternoon tea and hot lunch is provided along with networking drinks after the event.

AICLA Victorian Division would like to thank Ruby Sponsors Bay Building Group, Johns Lyng Group for their integral support and also our Emerald Sponsors Coat Hanger Services, FMG Engineering and Perco Cleaning and Restoration.

We are looking forward to an informative and effective day!

**For further information and to book please [click here...](#)**

## QUEENSLAND

The Queensland division have secured a number of dates for upcoming functions.

Our AGM will be held at the Story Bridge Hotel on Thursday 18th of August and will be preceded by an ISR presentation.

The AICLA / Women In Insurance charity race day is on Wednesday 7th of September at Doomben racecourse, last year’s inaugural event was a great success with over \$8000 donated to the Children’s Hospital Foundation, invitations will be forwarded shortly.

Finally the end of year lunch will be held at Tattersall’s Club Friday 28th of October, our guest speaker is being finalised and again it will be another champion QUEENSLANDER.

## PAUL O’SULLIVAN RETIRES

AICLA life member and distinguished loss adjuster Paul O’Sullivan has retired after 50 years of dedicated service. Paul is widely known by members throughout the Institute and was a former President of CILA Australasia. He has mentored many of today’s leading loss adjusters and is known for his cheerful disposition and high ethical and professional standards.

*We wish Paul all the best in his retirement.*



## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

### BASIC BUSINESS INTERRUPTION

Some time ago in our on-line CPD series of papers, we presented a typical basic business interruption exercise and invited members to compare their own calculations with our worked example. This proved popular and we have now presented another exercise at CPD084, where we examine policy response to the minor disaster experienced by our imaginary small business Gritty Sandwich Bar.

Business interruption is regarded by many general adjusters as somewhat of a black art. Certainly there can be complications and business interruption claims are often of a major nature. Even more than material damage claims, considerable negotiation skills will usually be required, since necessarily some estimates are involved which cannot be tested by such concrete methods as repair quotations and bills of quantity. But the framework under which the basic calculations of a Business Interruption claim can be assessed is not an impossible concept to master, based of course on the policy wording. In this paper we do not address the more esoteric concepts but concentrate on the basic working. In the worked example we emphasise the important distinction between the Rate of Gross Profit as calculated from the claimant's accounts with the Rate of Gross Profit calculated in accordance with the policy wording, which are usually quite different. We also address the identification of the indemnity period (including any clawback) as well as the concepts of Standard Turnover and Annual Turnover. We go on to examine detailed policy response under the headings of cover, including Additional Increased Cost of Working. The human element that is such a vital aspect of any claim is well illustrated by the claimant's misunderstanding about the meaning of flood, as well as misplaced optimism with regard to the adjustments clause. An added twist to this scenario is that there were shortcomings in the way the cover was placed!

Expecting the paper to be of interest to many general adjusters with no business interruption training or experience and who wonder just how it all works, we have listed at the end of our workings most of the errors that may have been made if readers' calculations differ greatly from the worked example.

We invite you to consider the scenario post fire at Gritty Sandwich Bar and try your hand at calculating the claim, checking afterwards through the reasoning and working that we have provided. You can access this paper at CPD084, navigating on the AICLA website through 'Professional Development' on the Home Page.

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

## HISTORY PROJECT



### History Book Launch in Adelaide

I am thrilled to announce that The History of Australasian Loss Adjusters (trust me, it has a MUCH better title yet to be revealed) will be launched on the 19th of October at the AGM in Adelaide. I am particularly pleased with the choice of Adelaide because a significant number of historic decisions and legends of the industry come from that city. I hope that everyone who contributed to the scope of the History (you know who you are) will attend the launch and bask in the glory of a project well done.

The manuscript is edging its way to the printing press. We have received interest from the University of Queensland Press and other literary agents but have decided to keep copyright and control within AICLA.

As I write the final words and polish the edges of the manuscript, I reflect on the courage and independence of Australasian loss adjusters and the respect they command the world over. I have been privileged to hear your stories, troll the archives, resurrect your pioneers and write your book. It is your proud history.

**Details on ordering the book and the launch event will be available soon.**



### **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.