



FROM THE INSTITUTE PRESIDENT, LEON BRIGGS

Dear Member,

We are well into another year. I hope that everyone had a chance to take a break and refresh themselves, particularly with friends and family. I had a good break in the US with family and can now look forward to the challenges of the next few months.

As an educational institute, we are busy with several important projects:

The Asian Claims Convention is fast approaching, this year in Ho Chi Minh City, Vietnam, from 19 to 21 April. We have an exciting array of speakers and we hope that many of you will be able to join us for this prestigious event. The convention will start on the Wednesday evening with a cocktail function. Thursday will be the first day of business sessions, culminating in the gala dinner. Friday is the final day of sessions, allowing everyone to leave late Friday to head home, or to stay longer to enjoy the city.

Following the convention Tony our Chief Executive, Budi Maharesi, International Division Chairman, and I will take the chance to visit many of our members in Asia and to visit local insurance institutes and regulators. We hope that you will take the opportunity to attend the function in your locality when it is announced.

We are also starting to plan the Sydney Claims Convention, which will be held on 21 September at Sofitel Wentworth. As in past years, we are organising a workshop the day before for new members, covering more fundamental topics that are intended to help newer adjusters. If anyone has any ideas or knowledge of good speakers then please let the AICLA office know at adminoffice@aicla.org – the convention is designed for adjusters, so it is always good to know what adjusters want.

Finally, the work with ANZIIF to update the current educational delivery models is on-going. This process will

likely take much of this year, and there will be further updates as we progress.

One of the other endeavours that the board decided last year to embark upon is upgrading AICLA's website. There were lots of suggestions from members as to what could be done, but one of the challenges is that the more information you try to include, the more work that has to be done to maintain it. Whatever is included, we want it to be easy to access on multiple platforms (i.e. mobile enabled). We are also looking to enhance the membership maintenance side to enable members to update their own details and pay subscriptions and register for AICLA functions on-line. The next step is to find a service provider that can undertake the work efficiently, but at a good price! – more information will be forthcoming as the process unfolds.

Members will have recently received information regarding the Carey Bird Scholarship for 2017. The award is now open to all members (excluding Directors) and I encourage you to consider entering for this distinguished prize. The scenario to be covered this year is the principle of 'Utmost Good Faith' and the prize is a framed certificate and attendance at either the Asia Claims Convention or Sydney Claims Convention, or a monetary amount of AUD\$3,000.

Kind regards

Leon Briggs, Chartered Loss Adjuster
President - AICLA

CLAIMS CONVENTION 2017

Members can mark their diaries with dates for CC17 and the Trainee Loss Adjusters Workshop.

The joint AICLA/ANZIIF Claims Convention is set for *Thursday 21 September 2017* at the Sofitel Wentworth Sydney.

A Trainee Loss Adjusters workshop will be held in Sydney on *Wednesday 20 September 2017*.

If any member has a recommendation of a topic and or speaker for either event, they are invited to submit information to adminoffice@aicla.org.

ASIAN CLAIMS CONVENTION 19-20-21 APRIL 2017

HO CHI MINH CITY VIETNAM

It is now less than 2 months until the 2017 Asian Claims Convention (ACC17) in Ho Chi Minh City, Vietnam on the 19-21 April. The venue for the convention will be the historic Caravelle Saigon Hotel in the heart of Ho Chi Minh City.

A high calibre field of speakers covering a wide range of contemporary insurance claims topics has been assembled for the convention. The convention is an ideal opportunity for an educational, networking and holiday event in one. A limited number of accommodation rooms have been reserved at a very attractive prices, so early bookings are recommended.

The convention brochure and registration form for the Asian Claims Convention in Ho Chi Minh City, Vietnam is [available here...](#)

The early bird deadline for registrations is 21 March with significant discounts available. Also, further discounts are available for registrations of three or more from the one organisation.

There has been strong interest in the convention as it is the week following Easter and a number of attendees may use the opportunity for a holiday.

WHAT KILLED THE TIGER UPDATE

I trust loss adjusters across Australasia had a peaceful and happy summer. Thanks to everyone who attended the various book launches and purchased a copy of *What Killed the Tiger: the Extraordinary History of Australasian Loss Adjusters*. I hope you enjoyed reading it as much as I enjoyed writing it; I have received heaps of positive feedback and further stories.

If you have yet to purchase your copy, books are being held by Divisions so please contact your Division Secretary to avoid shipping costs if you are able to arrange collection. Alternatively the book can be purchased and an order form is [available here...](#)

Last month, the buyer responsible for stocking Australian and New Zealand libraries ordered a copy of the book to review and add to the stock list. The Queensland Parliamentary librarian has written to thank us for their copy and the State Library of Queensland now has it on their shelves as well. Your history is officially part of the system now.

I just want to correct an error on page 97. Richard Knight is a former member of the Australian Army, not a former officer as printed. I apologise to Richard for the error.

To all of you Kiwi loss adjusters – I had hoped to sign books in Auckland this month or in March but I have had to postpone my visit with until possibly June/July.

It has been several months since I finished the book and left the AICLA headquarters and I miss the loss adjusting scene more than I can say. I have begun my PhD at the University of Queensland (in political science) so I will still be writing, writing, writing...

Hope to see all of you again sometime soon.

Elizabeth Marx

ICA STATS

The ICA have reported that the estimated insurance losses from the recent Sydney Storm, based on approximately 19,500 claims, will be \$53 million. The fire at Captains Flat in NSW, which resulted in the loss of 15 residences, has an estimated value of \$28 million with approximately 1,200 claims lodged to date according to the ICA.

CAREY BIRD SCHOLARSHIP

Members were recently advised details of the 2017 Carey Bird Scholarship. This year all members (excluding Directors) are eligible to enter for the prize. Entries close on 31 May 2017. The scholarship prize is a framed certificate and attendance at either the Sydney Claims Convention or the Asian Claims Convention with airfares (economy), accommodation and other expenses paid, or AUD\$3,000. The award is co-sponsored by Marsh Facs.

[For full details click here...](#)

Vale – Peter Donald Lawson

30 NOVEMBER 1949 — 3 JANUARY 2017

Peter Lawson has been battling Melanoma for nearly eight years, and finally succumbed 3 January with Helen and his daughters at his side.

Peter was a longstanding New Zealand Division member, who worked in Wellington, Masterton, Auckland and Hamilton. He started his loss adjusting career as a marine surveyor with Flinders Cook in Wellington, moving gradually to general adjusting. He moved on to Cunningham Lindsey and served mainly in Auckland and Hamilton. He joined Godfreys in 2006, starting a new office in Hamilton where he served until his quite recent retirement.

Peter, while always an extremely competent loss adjuster, did not describe himself as a technical adjuster, but a relationship adjuster. His style was always to make sure he heard what the insured, broker, insurers and contractors were saying to him and each other, and was always able to find the solutions needed for difficult claims. His personal humility and strength of character made him very open to technical input where it was needed, and fellow adjusters always found him a delight to work with. Even clients who disagreed with his approach on a claim nevertheless kept a strong regard for Peter.

Peter said that his most fulfilling work days were during the Christchurch earthquakes. He and Helen moved to Christchurch for the time where he became the de facto leader of the large expat and contractor team working with Godfreys. He helped a diverse group settle in and work together as a community in very trying circumstances. Peter earned a justifiable reputation as a leader, while at the same time himself leading a large portfolio of complex claims, the outcomes of all of which were to his credit. All this while under threat from his illness.

Only 3 years ago Peter offered himself as a mentor for youth facing struggles in life. Peter mentored Bailey who was brave enough to speak at the service about a man who gave of himself and helped Bailey find a path through difficult life circumstances while being true to oneself. Bailey's dad gave testimony that Peter's input spread throughout the family with Bailey's siblings also benefitting from Peter's time.



Peter was a Kiwi of strong Scottish heritage, and delighted in all things Scottish, from bagpipes (he was an expert piper), to single malt scotch whisky (he was also an expert on The Mist!) A great commendation and personal highlight for Peter was being invited to play as a guest piper in the City of Auckland Pipe Band's appearance at the Edinburgh Military Tattoo in 2015.

Peter's farewell was held in a quiet, but very crowded country church on a hill near Hamilton, supported by swirling pipes. The service was a fine reflection of Peter's life, and ultimately, of his character. Many from all parts of the industry attended, and it confirms something about character when claimants travel 1000 kilometres to attend, alongside insurers, loss adjusters and others.

I think that's character, and Peter made me humbled but proud to be a loss adjuster!

Mark Godfrey

INTERNATIONAL

The International Division will be holding members' meetings in April/May following the Asian Claims Convention in HCMC, Bangkok (24th), Jakarta (25th), Kuala Lumpur (26th), Hong Kong (28th) and Singapore (1st May).

The meetings will be an opportunity for members to meet with the Institute President, Leon Briggs, International Division Chair, Budi Maharesi and Chief Executive, Tony Libke. Information regarding the meetings will be circulated to members in the near future.

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Anthony Brown	Provisional	New South Wales
Jake Carter	Affiliate	Queensland
Jillian Pople	Affiliate	Queensland
Stephen Aitken	Affiliate	Western Australia
Kristianus Purbowo	Affiliate	Int (Indonesia)
Februzi Nasution	Affiliate	Int (Indonesia)
Haryo Suseno	Affiliate	Int (Indonesia)
David Pasaribu	Affiliate	Int (Indonesia)
Melanie Richardson	Affiliate	Queensland
Tony Sugijanto	Affiliate	Int (Indonesia)
Jerry Wong	Affiliate	Int (Malaysia)

ELEVATIONS

Name	Class	Division
Tracey Newton	Fellow	New Zealand
Lucksanara Khoohawatthana	Associate	Int (Thailand)
Andrew Meager	Affiliate	New South Wales
Aji Priyatna	Associate	Int (Indonesia)
Anna-Lisa Roberts	Affiliate	New Zealand
Paul Mayes	Associate	Victoria
Sharon Dawson	Fellow	Queensland
Peter Brown	Affiliate	Western Australia
George Jordan	Affiliate	New South Wales
Peter Humphrey-Taylor	Associate	New Zealand
Nitas Kiratisoothisathorn	Associate	Int (Thailand)
Mark Taylor	Associate	New Zealand
Phillip Welfare	Fellow	New South Wales

ON-LINE CPD

UK CONSULTATION ON PROPOSED VEHICLE INSURANCE CHANGE

Following a decision by the European Court of Justice in relation to motor vehicle third party liability insurance, the UK Department of Transport recently issued a consultation document, seeking input as to how the prospect of changing the UK law affecting motor insurance was viewed by those consulted.

In brief, in Slovenia a person was knocked off a ladder by a trailer attached to a tractor, but importantly this did not happen on public land. Should the tractor and trailer have been insured for public liability? The ECJ said it should. Previously, whether a vehicle was operated on private land or not was central. The possible change in the law would theoretically bring such items as ride-on motor mowers and motorised skateboards into the range of vehicles that must be insured for third party liability as motor vehicles, wherever they were used. Under the regime existing at the time, the UK law would have to be changed.

The UK is just about as far as it is possible to be from our region, but the foundation of our law and many of our customs are from that land, and it is interesting to view insurance-related developments there.

This consultation paper brings to mind the sort of sentiments that led to the Brexit decision. While we do not comment on whether or not that decision was overall to the benefit or not of the UK — or of anyone else — nevertheless the document hints at how many British people felt that they were losing their sovereignty to European bureaucracy.

The document also illustrates just how far the UK bureaucracy has come in its striving for plain English and for clearer official documents. It is commendably clear both in its thrust and in detail, although that has had the result of making it somewhat longer than it might otherwise have been.

We invite you to access the paper at CPD093, via the link 'Professional Development' on our website. 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.](#)



LOSS ADJUSTER – SINGAPORE

Integra Technical Services is a firm of loss adjusters specialising in the settlement of major and complex insurance claims in defined industry sectors which involve property damage, machinery breakdown, business interruption, delay in start-up, marine and specialist liabilities.

We are a global firm, proudly privately owned (see www.integratechnical.com).

Our Singapore office opened in July 2013, and with our continued growth we are looking for an adjuster to join our small team. The Singapore practice comprises losses involving the industry sectors of onshore energy, offshore energy, petrochemicals, power generation and construction. Ideally the suitable candidate will have:

- A tertiary engineering/technical background.
- A minimum of 3 years contemporary major/complex loss adjusting experience.
- Excellent communication and negotiation skills.
- An understanding of ceded/reinsurance markets.
- Commenced/completed insurance/loss adjusting based studies (ie CII, ANZIIF, AICLA, CILA etc).

The successful candidate will be based in Singapore. There will be frequent regional travel. An attractive remuneration package will be offered commensurate with the candidate's background and experience. If the successful candidate is currently based outside of Singapore some assistance with relocation costs will also be available.

Applications to: sarah.thorpe@integratechnical.com by 15 March 2017. Naturally all applications treated in the strictest of confidence.



AUSTRALIAN NETWORK ADJUSTERS

(VRS GLOBAL PARTNER)

Specialist and General Adjusters – Wanted in Melbourne, Adelaide and Brisbane

Australian Network Adjusters (ANA) continues to grow with its strategy to be the provider of specialist claims handling services to select clients who value knowledge based expertise, experience and personal service.

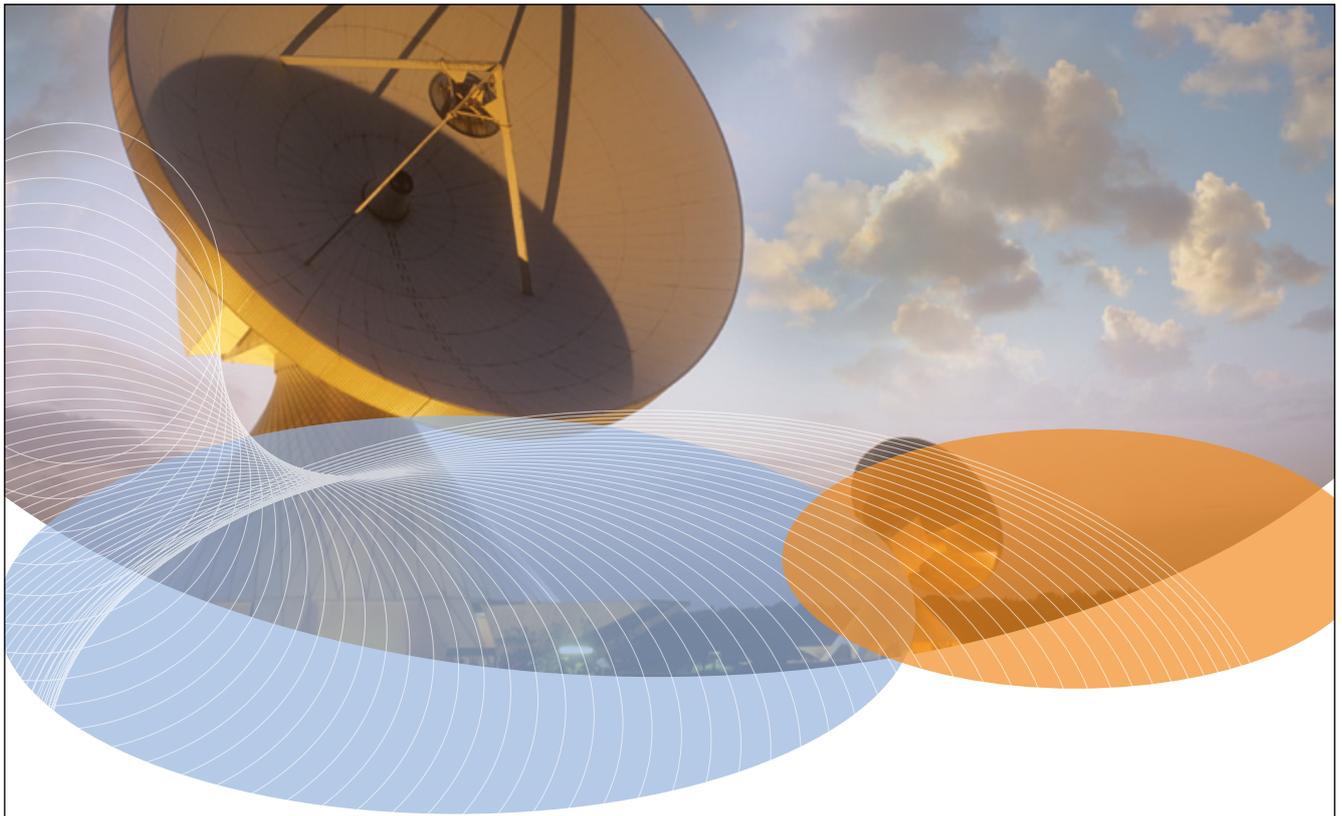
As a result of our ongoing growth we have opportunities for suitably qualified and experienced adjusters to join our team in Melbourne, Adelaide and Brisbane.

We are looking for specialist and general adjusters who have experience in handling Commercial, ISR, Strata and Liability claims. The adjusters must have good report writing skills, able to work autonomously and manage a case load with minimal supervision. Management and secretarial support is provided but the role allows the adjusters the flexibility to work from their home based office as our proprietary developed IT platform is well designed with this in mind

A generous remuneration package is offered to the suitable candidates.

Please direct all enquiries and applications (including CV) to Managing Director, Jaye Kumar on manager@ana.net.au or contact him on 0418 922 755 to discuss the role. All enquiries and applications will be handled in strict confidence.

ANA is the Australian global partner of VRS Adjusters, the largest international network of over 400 adjusting companies from some 150 countries. General information about ANA can be found on our website www.ana.net.au



GTS - Senior Loss Adjusters

Brisbane, Melbourne, Sydney

We are seeking high calibre Loss Adjusters with specialised skills (ideally gained within the Construction & Engineering or Power & Energy sectors) to work within our GTS Division.

Now has never been a better time to join us as we execute our rapid growth plans for 2017.

If you are an experienced professional, have an industry recognised qualification and can make a valuable contribution to our world class, specialised Loss Adjusting teams then we want to hear from you.

As well as the benefits that come from working within a market leading international operation, we offer a competitive remuneration package that rewards technical expertise.

To apply, please email a copy of your CV to jobs@crawco.com.au quoting reference number GTS0117.

www.crawfordandcompany.com - Crawford & Company is one of the world's largest independent claims management solutions Company, with more than 8,700 employees operating in 700 locations across more than 70 countries.



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.