



FROM THE INSTITUTE PRESIDENT, LEON BRIGGS

Dear Member,

I have just finished attending the 6th Asian Claims Convention, held this year in Ho Chi Minh City in Vietnam. It was an excellent conference with 127 attendees from 15 countries. The venue was stunning, the hotel staff was friendly and efficient, and the food was excellent – if there was one criticism it was that there was too much food – 13 courses is a long meal!

A conference can't be held without a lot of effort from those who organised it – Tony Libke, Michael Collins, Jaye Kumar, Budi Maharesi, Dan de Silva and especially Dominic Tran who provided on-the-ground logistical support leading up to the conference. But the undoubted star in the background over the three days was Gemma Daniel from AICLA Brisbane. Everyone noticed her boundless energy and precision, so that every step of the conference was on the right track.

We had a variety of speakers: from sea piracy to cyber piracy; from property damage to business interruption to marine. It takes a lot of work to put together an interesting group of speakers, to cater for a wide variety of disciplines, whilst still keeping it relevant and educational. If anyone has a suggestion for a speaker or topic for next year's conference, we would be pleased to hear it (email me or the admin office).

It is not particularly fair to single out one speaker, but I want to share my personal reflection on something that was said that really struck me. Graham Purdon (Head of Claims – Asia, at Marsh) said:

"Every person in this room, every single person, is paid by money that comes from the policy holder".

It is almost a self-evident truism. Insurers, brokers, adjusters and experts are all paid out of premium income and all premium income comes from insureds.

I think that all too often we, I, fall into the trap of thinking that the claim is a process. The insurer is our customer and

the broker is an important influencer to be kept happy. In the large corporate end of the market the adjuster is often nominated and has to keep onside with the risk manager. But most claims are one-off fires, floods and other perils that affect an insured we have never met before and never will again. The meeting of KPIs and the finishing of the claim are the measures of success and the insured can often just be a cog in the process.

Graham also said that his manager liked to use the phrase "tell me how you are going to delight the insured". I think that can be an interesting challenge, to think on each claim, how will we delight the insured – the person that in fact the whole industry is based on.

Whether it is the surprise of delivering a promised action earlier, making an unexpected progress payment, or achieving something the insured thought was unlikely; in your next claim can you find a way to "delight the insured"?

Kind regards

Leon Briggs, Chartered Loss Adjuster
President - AICLA

ASIAN CLAIMS CONVENTION
19-20-21 APRIL 2017

HO CHI MINH CITY
VIETNAM

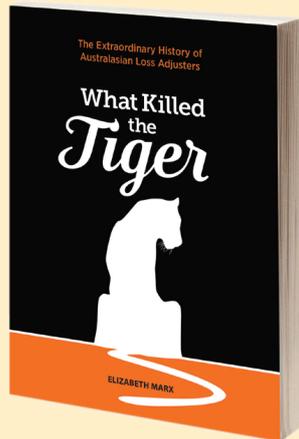
[CLICK HERE TO VIEW PHOTO GALLERY](#)

WHAT KILLED THE TIGER

The Extraordinary History of Australasian Loss Adjusters

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...**



CAREY BIRD SCHOLARSHIP

Entries are open for 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.**

CYCLONE DEBBIE

The ICA has advised that as at the 21st of April the total estimated value of claims lodged from Cyclone Debbie is \$750 million, of which 71% represents domestic claims. The total number of claims lodged to date is 50,000.

NEW SOUTH WALES

The NSW annual lunch will be held at the Kirribilli Yacht Squadron Friday 21 July 2017 – details to follow shortly.

CLAIMS CONVENTION 2017

Planning is progressing for the joint AICLA/ANZIIF Claims Convention to be held on **Thursday 21 September 2017** at the Sofitel Wentworth Sydney. Dr Grant Lester, Forensic Psychiatrist from the Victorian Institute of Forensic Mental Health, will present on the topic *Techniques for Dealing with Difficult Claimants*. Australian Disaster Recovery (ADR) will be the Platinum sponsor for CC17.

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.

ELEVATED MEMBERS

Congratulations to the following recently elevated members:

ELEVATIONS

Name	Class	Division
Timothy Graham	Affiliate	Northern Territory
Jackie Chan	Affiliate	Int. (Malaysia)
Gregory Bray	Associate	New Zealand
Michael Brown	Affiliate	New South Wales

VICTORIA – Download the registration form here...



A Loss Adjuster's job is never complete....

AICLA (Vic) presents an opportunity for Loss Adjusters to get together on an informal basis to enjoy good company, food and drinks.

WHEN: Wednesday 10 May @ 5pm
WHERE: AerBar at European Bier café
 120 Exhibition St, Melbourne
 (hop away from Parliament Station)
COST: FREE for AICLA Members!!
 \$35 for Non-member LA's

**Canapés and Beverages provided
 **Bookings essential by COB 9 May
 **Limited spaces available

BOOKINGS ESSENTIAL: Please email completed form to vicdiv@aicla.org

Any questions to the same email address or contact Nish on 0432 406 843

www.AICLA.org

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

COMMUNICATIONS IN AUSTRALIA

Our on-line CPD program is comprehensive, and as well as specifically addressing insurance and adjusting often tackles subjects and issues that are peripheral to our profession but are either part of the adjuster's tools of trade, in some cases the subject of claims or are otherwise of general interest.

Two of our technical papers that fall into this category (at CPD036 and CPD037) discuss the progression of communication in Australia from the early days of the Overland Telegraph (completed in 1872) right up to the National Broadband Network (still in progress at the time of writing this). It cannot be denied that virtually all people — and certainly all adjusters — are very much reliant on communications. Yet — unless we have a problem — the facility is taken for granted. The history and the broad technicalities of communication should be of interest to adjusters (unless time pressures force a very blinkered — and thus arguably dangerous — approach).

This writer entered the adjusting profession accidentally — as many of us do — just when faxes were beginning to take hold. Many instructions still arrived by post (now of course we would say 'snail mail'), but the move to fax gave immediacy and therefore produced an element of pressure. For some time, although instructions could be received by fax, insurers often insisted on a posted report.

At around the time that colour faxes were about to reach the market, the immediacy benefits of the internet and of email were starting to make themselves felt. Just prior to this, urgent instructions were sometimes being sent by portable phone ('smart' was not a term that applied to those huge 'bricks!') and urgent notification of reserves could be conveyed that way.

Meanwhile, the so-called paperless office concept was floundering to some extent, computers at first increasing rather than reducing paperwork, until a methodology became more thought out.

Now of course we can report by smartphone from the site of the loss if appropriate, and can forward photos or moving films of the ongoing event, as well as copies of relevant documents. Typically, the insured receives any cash settlement by on line banking, and we are paid in the same way, generally all very promptly. It's certainly a long way from a pair of galvanised wires strung from Port Augusta (SA) to Port Darwin (NT), and somewhat faster than the very slow utterances of Morse code!

Access CPD036 and CPD037 via the link 'Professional Development' on our website. 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.](#)



Senior Loss Adjusters

Brisbane, Melbourne, Sydney

We are seeking high calibre Loss Adjusters to work within our Property and GTS Divisions.

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 truly rewards your 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.