



FROM THE INSTITUTE PRESIDENT, LEON BRIGGS

Dear Member,

The second quarter is a busy time; in the last few months we have had the Asian Claims Convention and the President's trip to various Asian countries to see members. I also visited London to visit clients, but took the opportunity to meet with the President of CILA, Jonathan Clark.

Jonathan has had a varied background, having been a senior loss adjuster for many years, but has also been claims director at the Financial Services Compensation Scheme in the UK, and is now the Global Head of business claims at Scor. It will probably sound unusual to most loss adjusters in AICLA that the President of a loss adjusting institute can be someone who is not a practising loss adjuster, but is in fact a claims manager. It is arguable that he is more unusual in being a practising claims handler rather than a loss adjusting company manager.

It was refreshing, in a way, to hear that CILA has many of the same views as us, and in fact many of the same concerns. They have the same challenges in getting to speak to insurers to explain the benefit of qualified loss adjusters, when insurers are often concerned with other issues and business processes. He sees and I agree, one of the main objectives is demonstrating the importance of loss adjusters. As a reinsurer, he sees the direct benefit of a pool of experienced and qualified professionals in dealing with claims, particularly during a catastrophe. What happens in a catastrophe if other models of claims handling reduce the numbers of day to day loss adjusters?

This issue is one that I hear a lot from loss adjusters. Although there is inherent self-interest in the question, it is nonetheless a valid question to ask – where are the loss adjusters going to come from for a future Christchurch Earthquake, Brisbane Flood, Thailand Flood or Japanese Earthquake, if technology or a change in business models reduces the pool of loss adjusters?

I am not sure there is a simple answer, but there may well be

things that we can do in common with CILA to advance the practice of loss adjusting in our respective areas and around the world. I intend to continue to work with Jonathan and his successor (their Presidents are 1 year, ours typically 2 years) in areas of mutual interest.

Tony and I also meet recently with the Insurance Council of Australia. We had a very cordial meeting and discussed several issues of common interest, such as disaster claims handling. We also had the opportunity to discuss our views on the General Insurance Code of Practice, which were outlined in the May newsletter. The day then went from positive to wonderful with Queensland beating New South Wales in the 2nd State of Origin match.

Finally, registrations are open for the Claims Convention in Sydney in September and we hope to see many of you at the Convention, and/or at the trainee workshop the day before.

Kind regards

Leon Briggs, Chartered Loss Adjuster
President - AICLA

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Xavier Hundertmark	Provisional	South Australia
Emmanuel Borg	Provisional	New South Wales
Jillian Pancott	Affiliate	New South Wales
Donald Bensted	Provisional	Queensland
Michael Skinner	Provisional	Queensland
Hoang Thuong Nguyen	Affiliate	Int. Vietnam
Gary Williamson	Provisional	Tasmania
Alice Mackay	Provisional	Tasmania

ELEVATIONS

Name	Class	Division
Luke Stuart	Affiliate	Queensland
Omar Mostafa	Associate	Victoria
Benjamin Shmoon	Affiliate	Victoria
Nicholas Herford	Fellow	New South Wales
Jern Hoe Mun	Associate	New South Wales
Ruben Manaligod	Associate	Int. Philippines

PRIZE WINNERS 2017

Congratulations to the following AICLA prize winners on their awards in respect of studies in 2016 in the Diploma of Loss Adjusting course. Enrolments in the diploma course continue at high levels, making it a great achievement by the prize winners. Details of criteria for the awards are available at www.aicla.org.

Loss Adjusting Diploma Prize

Lebnan El Hajj, McLarens, New South Wales

Charles Buchanan Prize

Nguyen Xuan Son, Viet Adjusters JSC, Vietnam

Syd McDonald Young Adjuster Prize

Lebnan El Hajj, McLarens, New South Wales

Ted Cooper Prize (WA)

Jacob Britten, ASTA Group, Western Australia

New Zealand Division Prize

Greg Bray, Crawford & Company, New Zealand

WESTERN AUSTRALIA



In May for a breakfast seminar we secured JC van der Walt and Erica Thuijs from Jackson McDonald to present on the topic of emerging technologies, including issues that drones may present and the legal ramifications around their use.

They also provided a broad overview of Cyber risk - and what issues may arise in the next 2-3 years.

The presentation was directed to our Members, Claims Handlers, Underwriters & Brokers and Diary Sponsors were also invited.

QUEENSLAND

The Queensland Division held a breakfast seminar on the 20th of June covering contract works and construction liability. The presenter was Patrick Mead from Carter Newell Lawyers. The sponsor for the event was ICPS. A further breakfast will be held on the 4th of July covering Building Scope of Work and Licensing, which will be sponsored by Advanced Buildings.

Other events planned for the QLD Division include:

- 25 August: AICLA AGM and Trivia Night
- 4 October: AICLA/WII Charity Race Day – please note change of date
- 27 October: End of Year Lunch

ASIAN CLAIMS CONVENTION 2018

The Asian Claims Convention for 2018 will be held in Bali, Indonesia from 11 to 13 April. The venue for the convention will be the five star Grand Hyatt – Nusa Dua Bali. We anticipate, given the recent success of Asian Claims Conventions, that the 2018 event will achieve a record level of registrations.

CODE OF PRACTICE SUBMISSION

The President and CEO recently met with ICA representatives to discuss a range of issues, including our recent submission regarding the General Insurance Code of Practice. AICLA has been advised that there will be a public consultation period commencing mid-August, followed by workshops with relevant organisations. A final report is expected to be made to the ICA Board by the end of 2017. AICLA will continue to consult with ICA on the COP. For a copy of the AICLA submission [click here...](#)

CLAIMS CONVENTION 2017

Registrations for the Claims Convention are now open, with initial response being very favourable. The program is expected to be finalised in the near future. The joint AICLA/ANZIIF Claims Convention will be held on **Thursday 21 September 2017** at the Sofitel Wentworth Sydney. The theme for the convention is *The Art of Claims – Maintaining Customer Focus*.

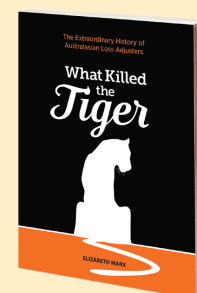
Speakers confirmed include Rob Blunden - Zurich, Anita Wilson - Cunningham Lindsey, Adam Squire - Arthur J. Gallagher, Hilary Bates – Zurich, John Price – FOS, Rod Bryan & Jane Dorter - KPMG and Chris Colahan - Berkshire Hathaway. Dr Grant Lester, Forensic Psychiatrist from the Victorian Institute of 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 the trainee workshop, they are invited to submit information to adminoffice@aicla.org.

WHAT KILLED THE TIGER The Extraordinary History of Australasian Loss Adjusters

Copies of the book 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...](#)



ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

ADJUSTING TECHNICAL TERMS

Naturally, all our members are experts... Wrong, of course! Many are new (some very new indeed) to our noble profession! The majority are with major firms, which have their own training regimes with manuals and on-line training systems as well as a mentoring system. These may be supplemented by the basic texts, among which are those used by AICLA as part of the qualification process. Other standard texts are few on the ground because after all there are not many loss adjusters compared to most other professions. These texts range from such basic and traditional tomes as Peverett's *Fire Insurance Law & Claims* to the much heavier E R Hardy Ivamy's *General Principles of Insurance Law*.

The problem with experienced practitioners in any profession is that they gradually forget what it was like at the start of their careers. For those studying at the very start of their loss adjusting journey, mysterious terms abound, including many everyday words and expressions which take on a special meaning or significance in our profession, and there are many new concepts to be absorbed. Also, the old hands tend to gloss over painful lessons learned from near mistakes.

Our on-line CPD program aims at providing a series of papers that is wide ranging and aimed all levels of expertise. One of the elements of the program is a broadening of general knowledge affecting insurance and claims, particularly in the realm of technology — a component of life subject to an ever accelerating process of change. But we should always keep in mind the basic principles.

Paper CPD097 tackles these basic principles in the form of an expanded glossary of terms that are fundamental to the way we adjusters carry out our daily duties. If you are a new adjuster, or need to brush up on some principle, we commend it to you.

Access the paper on our website, via the link 'Professional Development'. The User Name for members is **cpduser** and Password is **aiclapd**.

Go to on-line CPD now.



LOSS ADJUSTING – EXPRESSIONS OF INTEREST

ASTA Group is a strategic alliance of specialist independent loss adjusting firms operating across Australia and New Zealand within the commercial property, residential & commercial strata and high-net-worth property sectors, as the third largest property loss adjusting firm in Australia.

In addition to these services, ASTA Group has dedicated teams in Major Loss, Liability and Business Interruption, as well as specialist resources and expertise in providing machinery breakdown (engineering), plant and equipment, heavy motor and forensic fire investigation services.

Business lines are predominantly sourced via the local insurance market, however ASTA is also authorised representatives of Context International and Insurance Engineering Services (IES) in Australia and New Zealand, providing a high value and complex claims to our team, as well as access to international resources and expertise.

Due to increased demand for our services in all areas, ASTA is now seeking expressions of interest from experienced loss adjusters looking for an opportunity to be highly valued members of a large and growing team within our Network Member firms.

We are further seeking high quality independent loss adjusting firms looking to increase their exposure to local and international insurers through our extensive panel placements.

For further information or to discuss a potential membership with ASTA Group in confidence please contact **Dave Bazen**, Chief Executive Officer at **dave.bazen@astagroup.com.au** or on **(08) 9361 1979**. Alternatively please see our website at **www.astagroup.com.au** for more details on our national operations or contacts in your state.



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.