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AICLA ACC25

TRADITIONAL CLAIMS MANAGEMENT IN A DIGITAL AGE



ABOUT THE EVENT

Following the outstanding success of the past two Asian Claims Conventions we are pleased to announce that ACC25 will be held in Osaka Japan. The theme for the convention is *Traditional Claims Management in a Digital Age* and a high quality program is being developed for what we expect to be the most popular ACC in the history of the event.

The exciting program will examine the challenges facing those in Insurance Claims and look at the best practices across the industry with a focus on Asia.

The comprehensive event will encompass a Cocktail Function, two day Convention and Gala Dinner. The event offers an unmatched opportunity to develop and enhance relationships and share insights with leading professionals from a wide range of fields.

The presentations will be highly topical and relevant in a dynamically changing global insurance market.

WHO SHOULD ATTEND

Professionals engaged in the insurance industry, particularly in the area of claims including senior insurance company managers, brokers, re-insurers, loss adjusters, professional consultants, insurance lawyers, suppliers and service providers.

VENUE AND ACCOMMODATION

The convention venue is the five-star *Hilton Osaka Hotel*, located in the commercial and shopping district around Umeda Station and Grand Front Osaka Shopping Mall.



The accommodation rate includes breakfast and all taxes and charges.

Complimentary wifi is provided.

COCKTAIL FUNCTION

The cocktail function will be held on Tuesday 13 May, 6-8pm in the Windows Room at the Hilton Osaka Hotel.

GALA DINNER

The gala function will be held in the Sakura Room on Wednesday 14 May, 6.30-10pm at the Hilton Osaka Hotel.

CONVENTION ACTIVITIES

DATE & TIME	FUNCTION
TUESDAY 13th MA	Y
6.00pm – 8.00pm	Cocktail Function
WEDNESDAY 14th	MAY
9.00am – 5.00pm	Convention Day 1
6.30pm – 10:30pm	Gala Dinner
THURSDAY 15th M	IAY
9.00am – 3:30pm	Convention Day 2
4:00pm	Post Convention Drinks

LAAJ WELCOME

AICLA主催のACC25が、日本で初めて開催され、皆さまが技術論議と友好のため、大阪にお集まりになることを、日本損害鑑定協会は、心より歓迎いたします。古くから経済と文化の中心地である大阪で、皆さまとお会いし、御話できることを、楽しみにしております。

CPD

Attendees are eligible for 10 CPD Hours.

VISA

Visa arrangements for countries differ, and you may be required to obtain a visa for the convention prior to your arrival. Please consult with your travel agency/authorities for the appropriate travel visa requirements for Japan.

SPONSORSHIP

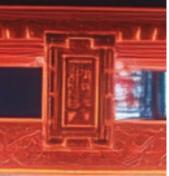
A limited number of sponsorship opportunities are available.

For a copy of the offerings, please contact Adrian Libke at **adminoffice@aicla.org**

ACC25 – Osaka, Japan — 13-14-15 May 2025



TRADITIONAL CLAIMS MANAGEMENT IN A DIGITAL AGE





SPEAKERS AND TOPICS INCLUDE

ТОРІС	SPEAKER	COMPANY	COUNTRY
Historical Assets Structures – Pre-Disaster Mitigation Surveys with Advanced Technology	Kazuyoshi Nagamatsu	Nagamatsu	Japan
Deep Dive into Man-made Losses in Japan - Importance of Fostering Safety Culture	Kengo Miyauchi	Swiss Re Asia Pte. Ltd.	Japan
Major Claim Investigation – Stemming the Loss (Case Study)	Tony Lavan	Lavan Disaster Management	Singapore
Soft Skills Matter in the Claims Process	lan McWalter	YDR	Australia
Cyber Claims – What Do Policies Cover?	Gareth Cottam	Integra	Singapore
Evolution of Modern Technology in Incident Investigation	Prof. Dr. John Horswell	Approved Group International	Malaysia
Maximising the Outcome of Forensic Investigations	Peter Jeffrey	Halliwell	Australia
How Digital Transformation Is Reshaping Damage Assessment	Guido Gavio	Belfor Asia	Singapore
PANEL DISCUSSION: Pros & Cons of Digital Claims Outcomes	Moderator: Glyn Lloyd	Charles Taylor Adjusting	Australia
Plant & Machinery Damage Assessment & Recovery Following Earthquake and Tsunami Events	Bruce Swales	Envista Forensics	Singapore
An Honest Take on AI and Forensic Investigations from an Engineering Luddite	Dr Sophie Parsons	Hawkins & Associates	Hong Kong
Future Pandemic – Not if But When – What are the Financial Risks?	Mark Thompson	Charles Taylor Adjusting	Australia
How Digital Tools can Enhance the Traditional Claims Experience	Simon Kay	Sedgwick	Singapore
The Evolution of Materials Investigation Techniques and Their Application to New Engineering Materials	Dr Jon Sykes	Burgoynes	Singapore
Navigating the Complexities of Forum	Ittirote Klinboon	Rajah & Tann	Thailand
Shopping in Insurance Claims: Strategies for Initiation and Defence	Toon Thanakham	Rajah & Tann	Thailand
	Rawi Meckvichai	Rajah & Tann	Thailand

ORGANISING COMMITTEE

Nicholas Ackers – AICLA / Charles Taylor Adjusting, Australia

Adrian Libke – AICLA, Australia

Glyn Lloyd – AICLA/Charles Taylor Adjusting, Australia

- AICLA/Charles Taylor Adjusting, Austra

Andrew Khoo – MSM International Adjusters, Malaysia

Budi Maharesi

– PT McLarens, Indonesia

Parinya Kaewduangtien – Exzon Plus, Thailand

Thanga Thangamany

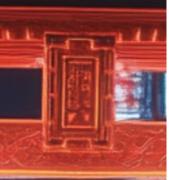
– FortisCor Adjusters, Singapore

Tony Libke – AICLA, Australia

ACC25 – Osaka, Japan — 13-14-15 May 2025



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THAILAND INSURANCE INSTITUTE



ASSOCIATION OF INDONESIAN INSURANCE ADJUSTERS



TRADITIONAL CLAIMS MANAGEMENT IN A DIGITAL AGE



ACC25 REGISTRATION



FULL CONVENTION REGISTRATION (13-14-15 MAY)

Includes **Cocktail Function** (Wednesday), **Two Day Convention Ticket** (Thursday and Friday) with Convention Materials, Lunch and Refreshments and one **Gala Dinner Ticket** (Thursday).

Early Bird (paid on or before 11 April 2025)		
Individual registration	\$850	\$1000
Multiple registration (3 or more from one company)	\$750	\$900
Standard (paid after 11 April 2025)		
Individual registration	\$950	\$1,100
Multiple registration (3 or more from one company)	\$850	\$1,000
(Includes entry to the convention on either Thursday or Friday with Convention Materials, Lunch and Refreshments)		
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Wednesday registration only	\$550	\$550
	\$550 \$500	\$550 \$500
Wednesday registration only Thursday registration only OTHER OPTIONS		
Thursday registration only		

REGISTRATION

To register online visit: www.aicla.org/event/acc25

If you have difficulty with the online registration, please contact the AICLA office on **adminoffice@aicla.org**

CANCELLATION & SUBSTITUTION POLICY

In the event of a registrant's inability to attend, a substitute delegate is welcome. Substitutions can be made up to seven (7) days prior to the event.

Alternatively a full refund, less 25% service charge will be made for cancellations advised by email up to twenty one (21) days prior to the event. Regrettably, no refunds can be made after this time.

PROGRAM CHANGES

If necessary the organising committee reserve the right to alter the program without prior notification to delegates.

CONTACT DETAILS

AICLA

Adrian Libke, CEO Phone: +61 7 3506 2939 Email: adminoffice@aicla.org



To reserve your conference accommodation at the Hilton Osaka Hotel please on the hotel logo link.