



# TRADITIONAL CLAIMS MANAGEMENT IN A DIGITAL AGE

13-14-15 MAY 2025 OSAKA, JAPAN

EARLY BIRD DISCOUNT CLOSING 18 APRIL 2025

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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
<b>TUESDAY 13th MAY</b>	
6.00pm – 8.00pm	Cocktail Function
<b>WEDNESDAY 14th MAY</b>	
9.00am – 5.00pm	Convention Day 1
6.30pm – 10.30pm	Gala Dinner
<b>THURSDAY 15th MAY</b>	
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](mailto:adminoffice@aicla.org)





AICLA

ACC25

TRADITIONAL  
CLAIMS  
MANAGEMENT  
IN A DIGITAL AGE

## SPEAKERS AND TOPICS INCLUDE

TOPIC	SPEAKER	COMPANY	COUNTRY
<i>Topic: Disaster Risk Finance and Insurance: Perspectives from Working with Emerging Economies</i>	Sumati Rajput	World Bank	Singapore
<i>Historical Assets Structures – Pre-Disaster Mitigation Surveys with Advanced Technology</i>	Kazuyoshi Nagamatsu	Nagamatsu	Japan
<i>Deep Dive into Man-made Losses in Japan - Importance of Fostering Safety Culture</i>	Kengo Miyauchi	Swiss Re Asia Pte. Ltd.	Japan
<i>Major Claim Investigation – Stemming the Loss (Case Study)</i>	Tony Lavan	Lavan Disaster Management	Singapore
<i>Soft Skills Matter in the Claims Process</i>	Ian McWalter	YDR	Australia
<i>Cyber Claims – What Do Policies Cover?</i>	Gareth Cottam	Integra	Singapore
<i>Evolution of Modern Technology in Incident Investigation</i>	Prof. Dr. John Horswell	Approved Group International	Malaysia
<i>Maximising the Outcome of Forensic Investigations</i>	Peter Jeffrey	Halliwell	Australia
<i>How Digital Transformation Is Reshaping Damage Assessment</i>	Guido Gavio	Belfor Asia	Singapore
<i>Challenges and Opportunities as a Female Adjuster</i>	Natalie Xu	McLarens	China
	<b>Interviewer:</b> Glyn Lloyd	Charles Taylor Adjusting	Australia
<i>Plant &amp; Machinery Damage Assessment &amp; Recovery Following Earthquake and Tsunami Events</i>	Bruce Swales	Envista Forensics	Singapore
<i>An Honest Take on AI and Forensic Investigations from an Engineering Luddite</i>	Dr Sophie Parsons	Hawkins & Associates	Hong Kong
<i>Future Pandemic – Not if But When – What are the Financial Risks?</i>	Mark Thompson	Charles Taylor Adjusting	Australia
<i>How Digital Tools can Enhance the Traditional Claims Experience</i>	Simon Kay	Sedgwick	Singapore
<i>The Evolution of Materials Investigation Techniques and Their Application to New Engineering Materials</i>	Dr Jon Sykes	Burgoynes	Singapore
<i>Navigating the Complexities of Forum Shopping in Insurance Claims: Strategies for Initiation and Defence</i>	Ittirote Klinboon	Rajah & Tann	Thailand
	Toon Thanakham	Rajah & Tann	Thailand
	Rawi Meckvichai	Rajah & Tann	Thailand
<i>Unsteady Ground – Chip Manufacturers &amp; Earthquake Losses</i>	Scott Reichelt	Crawford Asia	Singapore

## ORGANISING COMMITTEE

### Nicholas Ackers

– AICLA / Charles Taylor Adjusting, Australia

**Adrian Libke** – AICLA, Australia

### Glyn Lloyd

– AICLA/Charles Taylor Adjusting, Australia

### Andrew Khoo

– MSM International Adjusters, Malaysia

### Budi Maharesi

– PT McLarens, Indonesia

### Parinya Kaewduangtien

– Exxon Plus, Thailand

### Thanga Thangamany

– FortisCor Adjusters, Singapore

**Tony Libke** – AICLA, Australia

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AiBEC – ASSOCIATION OF INSURANCE BUILDING  
& ENGINEERING CONSULTANTS

### IN PARTNERSHIP WITH

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INSTITUTE

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INSURANCE

 **Loss Adjusters Association  
Singapore**

LOSS ADJUSTERS  
ASSOCIATION SINGAPORE

**apkai**  
Indonesian Adjusters

ASSOCIATION OF INDONESIAN  
INSURANCE ADJUSTERS

## ACC25 REGISTRATION

MEMBER AICLA/TII/AII/ SII/ SCI/AMLA/APKAI/ LAAS/LAAJ	NON- MEMBER
AUD \$	AUD \$

### 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 18 April 2025)

Individual registration	\$850	\$1000
Multiple registration (3 or more from one company)	\$750	\$900

#### Standard (paid after 18 April 2025)

Individual registration	\$950	\$1,100
Multiple registration (3 or more from one company)	\$850	\$1,000

### ONE DAY CONVENTION REGISTRATION

(Includes entry to the convention on either Thursday or Friday with *Convention Materials, Lunch and Refreshments*)

<b>Wednesday registration only</b>	\$550	\$550
<b>Thursday registration only</b>	\$500	\$500

### OTHER OPTIONS

<b>Cocktail Function Only</b> (Tuesday)	\$100	\$100
<b>Convention Dinner Only</b> (Wednesday)	\$180	\$180

## REGISTRATION

**To register online visit:**  
**[www.aicla.org/event/acc25](http://www.aicla.org/event/acc25)**

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

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Email: [adminoffice@aicla.org](mailto:adminoffice@aicla.org)



# Hilton

OSAKA

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