



AICLA

ACC25

# TRADITIONAL CLAIMS MANAGEMENT IN A DIGITAL AGE

13-14-15 MAY 2025 OSAKA, JAPAN

EARLY BIRD DISCOUNT CLOSING 11 APRIL 2025

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## 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.

### 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.



**Hilton**  
OSAKA

The accommodation rate includes breakfast and all taxes and charges.

Complimentary wifi is provided.

### 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.

### 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)

### 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。

## PROPOSED TOPICS

The convention will feature a diverse range of speakers and topics, and include a panel discussion involving prominent loss adjusters on their experiences in the profession.

### *Topics planned include:*

- *Economic Score-card for Asian Economies*
- *Tsunami and Earthquake Response and Mitigation Strategies*
- *Marine Insurance Perils*
- *Fraud Detection in Claims*
- *Major Claim Investigation – Stemming the Loss (Case Study)*
- *Climate Change – Impact on Claims*
- *Future Pandemic – Not If But When*  
– *What are the Financial Risks*
- *Soft Skills Matter in the Claim Process*
- *AI is Here and Will Only Improve*
- *Lithium-Ion Batteries the Surge in Use and Unfolding Claims*
- *Cyber – What do Policies Cover?*
- *Evolution in Claims Processes*
- *Legal Claims Developments*
- *Panel Discussion – Traditional vs Digital Claim Outcomes*

## 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

## ORGANISING COMMITTEE

### **Nicholas Ackers**

– AICLA / Charles Taylor Adjusting

**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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## 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 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

### 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

Phone: +61 7 3506 2939

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.*