

AICLA/ANZIIF

CC19
Claims Convention



AICLA

aicla.org



ANZIIF

anziif.com

DISASTERS, DISRUPTION & REGULATION

24 SEPTEMBER 2019

FOUR SEASONS HOTEL, 99 GEORGE ST, THE ROCKS SYDNEY

EARLY BIRD CLOSING DATE – 26 AUGUST 2019

ABOUT THE EVENT

This year marks the 13th Claims Convention, a successful collaboration between AICLA and ANZIIF. The AICLA/ANZIIF Claims Convention is the leading insurance claims event in Australasia, attracting delegates, industry experts and world-class speakers from across Australia, New Zealand the Pacific and Asia.

Themed **'Disasters, Disruption & Regulation'**, the AICLA/ANZIIF Claims Convention is designed to give claims professionals the insights and knowledge they need to tackle the key issues facing their sector both now and moving into the future.

A dynamic program is planned and the event is an ideal opportunity to socialise and network with professionals in the claims industry.

VENUE AND ACCOMMODATION

The convention venue is the centrally located **Four Seasons Hotel Sydney, 199 George Street, The Rocks Sydney, 2000**. Accommodation (King room) includes free Internet access.

Competitive accommodation rates have been negotiated and bookings can be made by emailing: res.sydney@fourseasons.com and quoting code 'AICLA19'. Accommodation registrations should be made as soon as possible as numbers are limited.

REGISTRATION

The CC19 ticket includes **all convention sessions**, access to the exhibition, CC19 app, handouts, lunch, morning and afternoon tea, plus a ticket to the **CC19 convention dinner**.

Attractive discounts are available for early registrations and for five or more from one organisation.

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.

CONVENTION DINNER

The CC19 convention dinner will provide an unparalleled opportunity for you to connect with colleagues, develop new business relationships and exchange ideas with like-minded professionals. **Dinner includes a three course meal, drinks and live entertainment.**

- Date:** Tuesday 24th September
Venue: Four Seasons Sydney
Time: 6:30pm - 11:30pm
Dress Code: Business Attire
Cost: Included in delegates registration. Additional tickets \$275 (GST incl)

PROFESSIONAL DEVELOPMENT

- ANZIIF:** 6 CIP Points
AICLA: 6 CPD Points

SPONSORSHIP

Sponsorship opportunities are available. For a copy of the offerings, please contact Tony Libke, AICLA Chief Executive at adminoffice@aicla.org

SESSION TIME	TOPIC	SPEAKER	COMPANY	POSITION
8.00 - 8.45am	Registrations & Trade Exhibition Opens			
8.45 - 9.00am	Convention Opening and Welcoming Remarks: ANZIIF			
9.00 - 10.00am	Building Trust Through Social Media	Trevor Young	Digital Citizen Group	Principal Strategist
10.00 - 10.30am	Cyber Insurance Policy Developments & the Rise of Customer Expectations in Claims	Susan Donaldson	Berkshire Hathaway Specialty Insurance	Head of Claims
10.30 - 11.00am	MORNING TEA			
11.00 - 11.30am	Climate Change - Perspectives from Australia's Largest Insurer	Dr Bruce Buckley	IAG	Principal Specialist - Meteorology
11.30 - 12.00pm	Townsville Floods 2019 - What was Different from Brisbane 2011?	Karl Sullivan	Insurance Council of Australia	General Manager Risk
		Glenn Green	Suncorp	Manager, Major Loss and Event Claims, Corporate and Specialty Claims
12.00 - 12.30pm	Opal Tower Decision and Lacrosse Building Fire - Reports & Implications	Andrew Brennan	Wotton & Kearney	Partner
12.30 - 1.30pm	LUNCH			
1.30 - 2.30pm	PANEL DISCUSSION Hayne Royal Commission/ General Insurance Code of Practice - Implications for Claims	Paul Angus	TurksLegal	Partner
		Rob Whelan	ICA	CEO
		Annabelle Butler	Suncorp	Executive Manager, Accessibility
		Sophie Devitt	DLA Piper	Partner
2.30 - 3.00pm	Customer Focus and Experience in the Claims Process	Carl Wocke	Merlynn	CEO and Founder
		Claire van Niekerk		Technical and Implementation Leader
3.00 - 3.30pm	AFTERNOON TEA			
3.30 - 3.50pm	Tomorrow Never Dies - Emerging Insurance Risks	Scott Duncan	Taylor Fry	Director
3.50 - 4.10pm	Fraud Detection	Peter Shevlin	Taylor Fry	Fraud Manager
4.10 - 5.10pm	Improving Your Mental Health & Wellbeing	Lance Burdett	WARN International	Director
5.10 - 5.25pm	Sponsors Prizes & Closing Remarks: Jaye Kumar - AICLA / ANA Chartered Loss Adjusters			
6.30 - 11.30pm	GALA DINNER			

SPONSORS

GOLD SPONSORS



SILVER SPONSORS



SPEAKERS' GIFTS



SACHEL SPONSOR



SUPPORTING SPONSORS



CONVENTION TICKET PRICES

CONVENTION (<i>Convention Materials, Lunch and Refreshments</i>) AND INCLUDES ONE CONVENTION DINNER TICKET	Member AICLA, ANZIIF	Non-Member
	AUD\$ (inc.GST)	AUD\$ (inc.GST)
Early Bird (<i>paid by 26th August 2019</i>)		
Individual registration	\$770	\$990
Multiple registration (<i>5 or more from one company</i>)	\$700	\$900
Standard (<i>paid after 26th August 2019</i>)		
Individual registration	\$880	\$1,100
Multiple registration (<i>5 or more from one company</i>)	\$800	\$1,000
Convention Dinner Only	\$275	\$275

REGISTRATION AND PAYMENT

TO REGISTER ONLINE VISIT:
WWW.AICLA.ORG/EVENT/CC19

If you have difficulty with the online registration, please contact the AICLA office on adminoffice@aicla.org or phone **+61 7 3229 6663**

CANCELLATION AND 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 letter, fax or email up to twenty one (21) days prior to the event. Regrettably, no refunds can be made after this time.

CHANGES TO THE PROGRAM

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

ORGANISING COMMITTEE

Jaye Kumar	AICLA/ANA Chartered Loss Adjusters
Tony Libke	AICLA
Mary Orgill	ANZIIF
Sara Cheong	ANZIIF
Ezmari El-Ali	Chubb Insurance
Sherrie Morton	AXA XL
Ben Neat	AICLA
Adam Squire	Gallagher

CONTACT DETAILS

Australasian Institute of Chartered Loss Adjusters (AICLA)

GPO Box 1705, Brisbane Qld 4001

Email: adminoffice@aicla.org

Phone: +61 7 3229 6663

Email the Four Seasons to reserve your conference accommodation.
Quote conference code: 'AICLA19'



FOUR SEASONS
HOTELS AND RESORTS