

AICLA/ANZIIF

CC21
Claims Convention



AICLA

aicla.org



ANZIIF

anziif.com

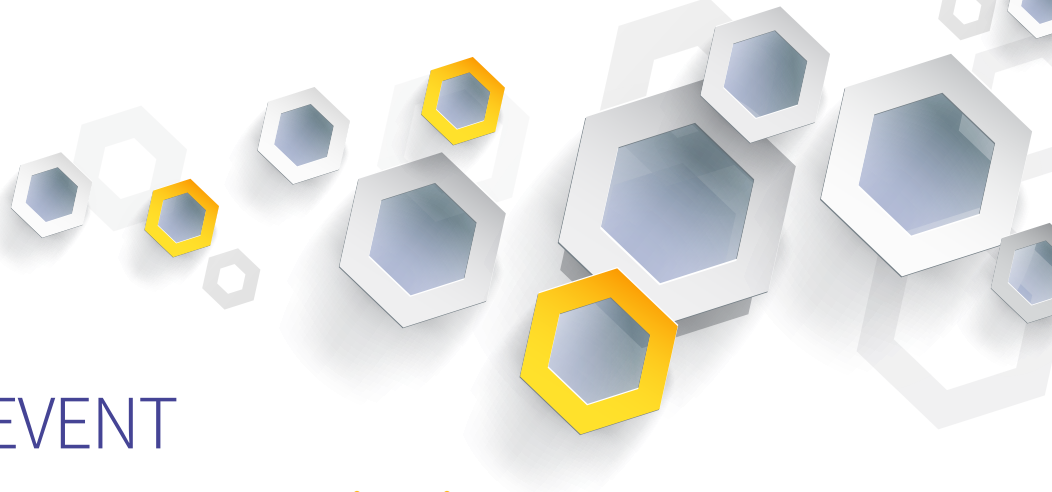
CLAIMS MEETING THE CHALLENGES

Pandemic, Disasters, Regulations &
Technology Changes



8 DECEMBER 2021

FOUR SEASONS HOTEL, 199 GEORGE ST, SYDNEY



ABOUT THE EVENT

This year marks the 14th 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.

After 12 months with few networking events, we are looking forward to bringing the insurance claims community together at the convention. With already a strong level of registrations received, it is highly likely that this event will be a sell out. Those wishing to attend should register promptly.

Themed **Claims Meeting the Challenges – Pandemic, Disasters, Regulations & Technology Changes**, 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.

Venue & Accommodation

The convention venue is the highly rated **Four Seasons Hotel Sydney, 199 George Street, 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 **0921AICLA**. Accommodation bookings should be made as soon as possible as numbers are limited.*

Registration

The CC21 ticket includes **all convention sessions**, access to the exhibition, CC21 app, handouts, lunch, morning and afternoon tea, **plus cocktail function**.

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 & Cocktail Function

This year, the format will be a full-day convention followed immediately by a three-hour cocktail function. We believe this format will be popular, and provide an unparalleled opportunity to connect with colleagues, develop new business relationships and exchange ideas with like-minded professionals.

Date: Wednesday, 8th December

Venue: Four Seasons Sydney

Time: 8:00am – 8:30pm

Dress Code: Business Attire

Professional Development

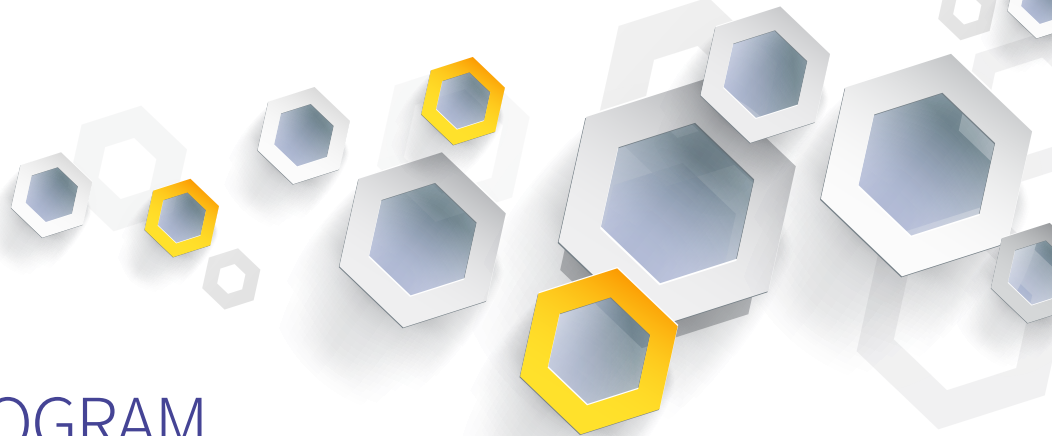
ANZIIF: 6 CIP Points

AICLA: 6 CPD Points

Sponsorship

Sponsorship opportunities are available.

Please contact Tony Libke, AICLA Chief Executive at adminoffice@aicla.org for a copy of the offerings.



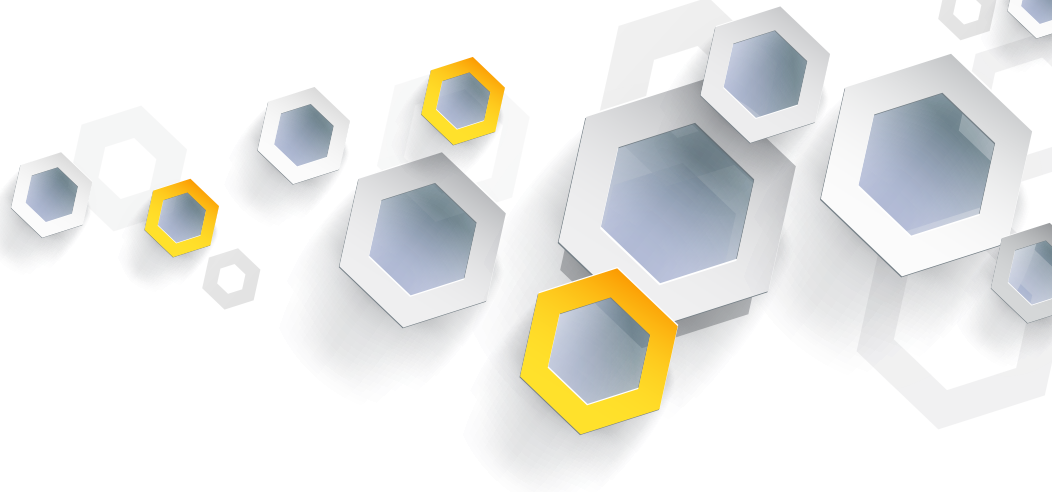
SPEAKER PROGRAM

SESSION TIME	TOPIC	SPEAKER	COMPANY	POSITION
8.00 – 8.45am	Registrations & Trade Exhibition Opens			
8.45 – 9.00am	Convention Opening and Welcoming Remarks: Prue Willsford – ANZIIF			
	Morning Sponsor: Johns Lyng Group			
9.00 – 10.00am	Australian Summer of Devastating Bushfires	Shane Fitzsimmons	Resilience NSW	<i>Commissioner</i>
10.00 – 10.30am	The New (Cyber) Norm' – Cyber Risk Post Covid-19	John Moran	Clyde & Co	<i>Partner</i>
10.30 – 11.00AM	MORNING TEA			
11.00 – 11.30am	Leveraging Post-Catastrophe Imagery to Speed Claims Response and Improve Customer Outcomes	Joanna Ross	Nearmap	<i>Product Marketing Manager</i>
11.30 – 12.10pm	PANEL: In the Eye of the Storm – Weather Claims in a Changing Environment	David Sinai	Swiss Re	<i>Head Property Treaty Underwriting, A&NZ</i>
		Jimi Groom	Swiss Re	<i>ANZ P&C Claims Manager</i>
		Kate Lyons	Suncorp	<i>“Executive Manager Reinsurance Strategy & Operations”</i>
		Jennifer Lang (Moderator)	Actuarial Eye	<i>Actuary</i>
12.10 – 12.40pm	Environmental Impacts – Asbestos/Contamination	Charu Stevenson	Wotton + Kearney	<i>Partner</i>
12.40 – 1.40PM	LUNCH			
	Afternoon Sponsor: Advanced Buildings			
1.40 – 2.40pm	PANEL: Business Interruption Claims in a Pandemic – Court Challenges and Outcomes Australia & Overseas	Tatyana Virgara	QBE	<i>General Counsel</i>
		Krissy Vale	Wotton + Kearney	<i>Partner</i>
		Adam Squire	Gallagher	<i>Head of Claims</i>
		Rodney Milford	Sedgwick	<i>Partner – FAS</i>
		Gareth Horne (Moderator)	Clyde & Co	<i>Senior Partner</i>
2.40 – 3.20pm	Reflections on Changes from the Retiring Lead Insurance Ombudsman	John Price	AFCA	<i>Lead Ombudsman Insurance</i>
	Update from AFCA on Trends in Insurance Claims	Emma Curtis	AFCA	<i>Lead Ombudsman Insurance</i>
3.20 – 3.50PM	AFTERNOON TEA			
3.50 – 4.20pm	COP and Regulatory Changes in Claims	Andrew Hall	ICA	<i>CEO</i>
4.20 – 5.20pm	Mental Health Issues for Workers in a Covid Environment	Rob Goodburn	Dale Carnegie	<i>Certified Trainer</i>
5.20 – 5.30pm	Sponsors' Prizes, AICLA Awards and Closing Remarks: AICLA Representative			
5.30 – 8.30pm	COCKTAIL FUNCTION			

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SPONSORS

PLATINUM



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SPEAKER GIFT



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RECHARGE STATION



SUPPORTING





CONVENTION TICKET PRICES

CONVENTION AND COCKTAIL FUNCTION

(price includes convention materials, lunch and refreshments)

	Member AICLA, ANZIIF	Non-Member
Early Bird <i>(paid by 12th November 2021)</i>	AUD\$ (inc.GST)	AUD\$ (inc.GST)
Individual registration	\$660	\$880
Multiple registration <i>(5 or more from one company)</i>	\$600	\$800
Standard <i>(paid after 12th November 2021)</i>		
Individual registration	\$770	\$990
Multiple registration <i>(5 or more from one company)</i>	\$700	\$900

REGISTRATION & PAYMENT

**TO REGISTER ONLINE VISIT:
WWW.AICLA.ORG/EVENT/CC21**

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

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

If a delegate is unable to attend due to Covid-19 travel restrictions, or the event is postponed due to Covid, a full credit or a refund subject to a 25% service charge will apply.

Program Changes

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

Organising Committee

Glyn Lloyd	AICLA/Charles Taylor Adjusting
Tony Libke	AICLA
Sara Cheong	ANZIIF
David Gow	QBE
Joanna Lacorcica	Crawford & Company
Sara Malins	Sedgwick NZ
Colin McEnery	Gallagher
Sherrie Morton	AXA XL

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: 0921AICLA



FOUR SEASONS
 HOTELS AND RESORTS