

AICLA/ANZIIF

CC25
Claims Convention



NEW FRONTIERS and Disruptions in Claims



17 SEPTEMBER 2025

HILTON SYDNEY 488 GEORGE STREET SYDNEY NSW

EARLY BIRD CLOSING DATE – 18 AUGUST 2025

ABOUT THE EVENT

This year marks the 18th Claims Convention, a highly 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 with over 350 attendees last year and we expect strong demand again this year.

We are delighted to host this year's event in a **larger venue, which will allow us to welcome more delegates and exhibitors**. In addition, we've moved the event forward by one week to avoid the AFL Grand Final, which enables increased participation from Victorian attendees.

Delegates will benefit from face-to-face networking with professionals from across the claims industry and the event is an ideal opportunity for sponsors to interact with loss adjusters, brokers and insurers.

Themed ***New Frontiers & Disruptions in Claims***, with claims under increasing scrutiny the AICLA/ANZIIF Claims Convention is designed to give professionals the insights and knowledge they need to tackle the key issues facing the insurance sector both now and moving into the future.

VENUE & ACCOMMODATION

The convention venue is the highly rated **Hilton Sydney**, 488 George St, Sydney NSW 2000.

Competitive accommodation rates have been negotiated and bookings can be made by [clicking here...](#)

Accommodation bookings should be made as soon as possible as numbers are limited.

REGISTRATION

The CC25 ticket includes **all convention sessions**, access to the exhibition, CC25 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

The format for CC25 will be a full-day convention followed immediately by a three-hour cocktail function. This format has proved popular in recent years, and provides an unparalleled opportunity to connect with colleagues, develop new business relationships and exchange ideas with like-minded professionals.

Date: Wednesday, 17 September 2025

Venue: Hilton Sydney

Time: 8:00am – 8:30pm

Dress Code: Business Attire

PROFESSIONAL DEVELOPMENT

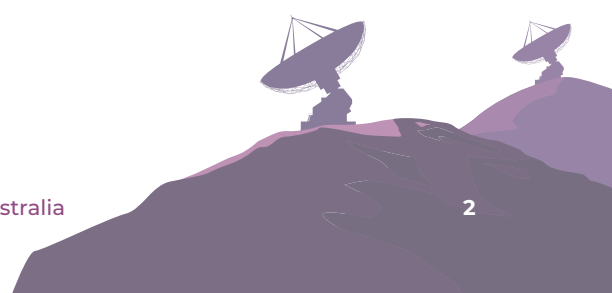
ANZIIF: 6 CIP Points

AICLA: 6 CPD Points

SPONSORSHIP

Sponsorship opportunities are available.

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



TOPICS AND SPEAKERS

TOPIC	SPEAKER	COMPANY	POSITION
The State of the Insurance Market, Recent Advancements, and Future Challenges	Andrew Hall	ICA	CEO & Executive Director
Hard to Place Risks – The Role Lloyds Can Play	Peter Plustwik	Lloyds	General Manager Lloyd's Australia
Navigating Claims: The Evolving Role of the Claims Broker	Liam Costello	Gallagher	Senior Claims Manager
InsureTech 10min Presentations	Simone Dossetor MODERATOR	Insuretech	CEO
Accurate records. Better coverage. Improved claim outcomes	Dan Novick	MyVal	Founder and Managing Director
Recipero Crime Reduction Ecosystem	Mark Pritchard	Recipero	Director
Claims Intake = Admin Strategy	Aurora Voss	Zemble	Co-founder & CEO
General Insurance AI and the issues of introducing documents as evidence	Ben Karalus	Merdian Lawyers	Principal & Practice Group Leader
Industry Performance Against Code Standards – Opportunities for Improvement	Prue Monument	AFCA	General Manager Code Compliance and Monitoring
Vulnerability – How to Identify & What are Individuals' Responsibilities	Glyn Lloyd MODERATOR	Charles Taylor Adjusting	Executive Adjuster – Liability
	Kim Scaysbrook	CHU	Customer Care Manager
	Drew MacRae	Financial Rights Legal Centre	Senior Policy and Advocacy Officer
	Ben Szczerbinski	IAG	Manager, Claims Relationship Management
Harnessing Linguistic Cues and Data Analytics to Undercover Insurance Fraud	Russell Mills	Allianz	Head of General Insurance Claims Controlling Customer Services
Wellbeing Survey: I work in Insurance – Don't hate me	Andrew Silcox	Insurance News	Managing Director
Lifestyle Speaker	Graham Dobbins	Dale Carnegie Australia	Director

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SPONSORS

PLATINUM

GOLD



BENTINO



SILVER



HALLIWELL



Nearmap

COCKTAIL

APP

WIFI

SACHEL



MORNING TEA

LUNCH

SPEAKER GIFTS

SUPPORTER



CONVENTION TICKET PRICES

CONVENTION AND COCKTAIL FUNCTION

(price includes convention materials, lunch and refreshments)

	Member AICLA, ANZIIF	Non-Member
Early Bird (paid by 18 th August 2025)	AUD\$ (inc GST)	AUD\$ (inc GST)
Individual registration	\$770	\$990
Multiple registration (5 or more from one company)	\$715	\$935
Standard (paid after 18 th August 2025)		
Individual registration	\$880	\$1,100
Multiple registration (5 or more from one company)	\$825	\$1,045

REGISTRATION & PAYMENT

TO REGISTER ONLINE VISIT:
WWW.AICLA.ORG/EVENT/CC25

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 letter, fax or 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.

ORGANISING COMMITTEE

Nicholas Ackers	AICLA/Charles Taylor
Adrian Libke	AICLA
Glyn Lloyd	AICLA/Charles Taylor
Mark Silveira	ANZIIF
David Gow	CHU
Colin McEnery	Sedgwick
Sherrie Morton	Aveo Group
Ben Szczerbrinski	CGU
Tony Libke	AICLA

CONTACT DETAILS

AICLA

Email: adminoffice@aicla.org

Reserve your conference accommodation at Hilton Sydney by clicking on the logo below.

