

AICLA/ANZIIF

CC26

Claims Convention



The Evolution of Claims

FROM RESPONSE TO STRATEGY



9 SEPTEMBER 2026

SOFITEL WENTWORTH 61-101 PHILLIP ST, SYDNEY NSW



ABOUT THE EVENT

The 19th AICLA/ANZIIF Claims Convention (CC26) marks another milestone in the long-standing and highly successful partnership between AICLA and ANZIIF. Recognised as the premier insurance claims event in Australasia, the convention brings together leading industry experts, world-class speakers and practitioners from across the claims sector.

Following the success of last year's event, which attracted more than 350 delegates, strong demand is again anticipated for CC26. We are delighted to return to the newly renovated Sofitel Wentworth Hotel, an iconic Sydney landmark redesigned for a new era. Delegates will enjoy 5-star facilities, beautifully re-modelled spaces, and exceptional hospitality in the heart of the city, creating an unforgettable convention experience.

Under the theme ***'The Evolution of Claims – From Response to Strategy'***, CC26 will explore the evolving landscape of claims management and the increasing strategic importance of claims professionals. With the industry facing heightened expectations and growing complexity, delegates will gain practical insights and forward-looking perspectives to help navigate the challenges and opportunities ahead.

Beyond the educational program, the convention offers unrivalled opportunities to network with professionals from across the insurance industry, including loss adjusters, brokers and insurers.

VENUE & ACCOMMODATION

CC26 returns to the prestigious **Sofitel Sydney Wentworth**, 61-101 Phillip St, Sydney NSW.

Exclusive accommodation rates have been secured for convention attendees. As room allocations are limited, delegates are encouraged to book early via the dedicated **Exclusive Link...**

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

REGISTRATION

The CC26 ticket includes all convention sessions, access to the exhibition, CC26 Event 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, reinsurers, loss adjusters, professional consultants, insurance lawyers, suppliers and service providers.

CONVENTION & COCKTAIL FUNCTION

CC26 will feature a full-day convention followed by a three-hour networking cocktail function.

This popular format provides the ideal opportunity to reconnect with industry colleagues, exchange ideas and develop valuable business relationships in a relaxed and social environment.

Date: Wednesday, 9 September 2026

Venue: Sofitel Wentworth Sydney

Time: 8:00am – 8:30pm

Dress Code: Business Attire

PROFESSIONAL DEVELOPMENT

ANZIIF: 6 CIP Points

AICLA: 6 CPD Points

SPONSORSHIP

There is a range of sponsorship opportunities available, offering organisations exceptional visibility and access to key decision-makers and industry professionals.

To request a copy of the sponsorship prospectus, please contact Adrian Libke at:

adminoffice@aicla.org



TOPICS AND SPEAKERS

TOPIC	SPEAKER	COMPANY	POSITION
The General Insurance Industry – Response to Serious and Organised Fraud	Andrew Gill	ICA	Chief Executive Officer, Counter Fraud
The Rise of Strata – A Complex Claims Case Study	Kara McInnes	CHU	National Claims Service Manager
Evolution of Claims – Technology Transforming Liability Claims at Scale (M1 Case Study)	Talei Morgan	Sedgwick	Head of Liability
Tobacco Wars – Firebombing	INTERVIEWER: Colin McEnery	Sedgwick	Client Manager
	Gary Jubelin	–	–
Beyond Response – How Claims Can Become a Partner in Resilience	Julie Starley	QBE	Chief Claims Officer
PANEL DISCUSSION: Claim Performance for Loss Adjusters/ Response and Performance	MODERATOR: Glyn Lloyd	AICLA / Sedgwick	Educational Director/ Executive Adjuster - Liability
	Andrew Thomas	Charles Taylor Adjusting	Executive Adjuster – Construction, Property, Liability
	Julie Morgan	AXAXL	Head of Claims
	Adam Squire	Lockton	Operational Specialist
Managing Integrity Risk in Third-Party Recoveries and Credit Hire Subtitle – “Distinguishing legitimate mobility support from opportunistic claim inflation”	Daniel Lukich	AAMC	Sales & Strategic Relationship Manager
Driving Positive Policyholder Outcomes	Jeff Williams	Lockton	Pacific Head of Claims
Thinking Like a Loss Adjuster – Seeing What Matters, Not Just What's Obvious	Joel Arbuthnot	Crawford & Company	Head of Global Technical Services Australia
Unique Elements of CAT Activity in Australia, and the Accumulation Impact of Multiple Weather Events	Adam Chylek	Wotton & Kearney	Strategic Growth Leader - International Property, Energy & Infrastructure

ORGANISING COMMITTEE

Darrell Stops	AICLA/Elders Insurance	David Gow	CHU
Adrian Libke	AICLA	Colin McEnery	Sedgwick
Glyn Lloyd	AICLA/Sedgwick	Sherrie Morton	Aveo Group
Mark Silveira	ANZIIF	Ben Szczerbrinski	CGU
Jack Dowling	ANZIIF		

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SPONSORS

PLATINUM

GOLD



LOOPLOGICS BENTINO

SILVER



COCKTAIL

APP

SACHEL

SPEAKER GIFTS



MORNING TEA

LUNCH

AFTERNOON TEA

SUPPORTING





CONVENTION TICKET PRICES

CONVENTION AND COCKTAIL FUNCTION

(price includes convention materials, lunch and refreshments)

	Member AICLA, ANZIIF	Non-Member
Early Bird (paid by 21 st August 2026)	AUD\$ (inc GST)	AUD\$ (inc GST)
Individual registration	\$770	\$990
Multiple registration (5 or more from one company – per person)	\$715	\$935
Standard (paid after 21 st August 2026)		
Individual registration	\$880	\$1,100
Multiple registration (5 or more from one company – per person)	\$825	\$1,045

REGISTRATION & PAYMENT

TO REGISTER ONLINE VISIT:

WWW.AICLA.ORG/EVENT/CC26

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 in writing up to twenty one (21) days prior to the event. Regrettably, no refunds can be made after this time.

Program Changes

While every effort will be made to deliver the program as advertised, the organising committee reserves the right to alter the program, where circumstances require. Changes may be made without prior notice to delegates.

CONTACT DETAILS

AICLA

Phone: +61 7 3506 2939

Email: adminoffice@aicla.org

Reserve your conference accommodation at Sofitel Wentworth Sydney by clicking the logo below.

S O F I T E L
 HOTELS & RESORTS

SYDNEY WENTWORTH