



THE MALAYSIAN
INSURANCE INSTITUTE



AICLA
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A Joint Workshop organised by MII & AICLA

A TECHNICAL WORKSHOP: MANAGING CATASTROPHE CLAIMS

12 & 13
NOVEMBER 2018
9.00 A.M. - 5.00 P.M.

INTERMEDIATE

SUNWAY PUTRA HOTEL,
KUALA LUMPUR

PROUD SPONSORS OF DAY 1 EVENT



Forensic Services Asia

PROGRAMME HIGHLIGHT - DAY 1

Catastrophe Events - claims

Flood events are becoming an area of concern for Insurance companies in light of the global warning predictions and this is particularly relevant in the Asian region.

In Part 1 of this programme, we will look at various flooding events and whether they are actually increasing? We will consider the roles of Governments and Insurers in the mitigation of flood-related risks and what, if anything, is being done. We will discuss the issues relative to insurance claims arising from these events, the type of damage and complications that arise, the Insurer's obligations and the impact that social media has on the actions taken by stakeholders.

The aspect of insurance coverage and the interpretation of specific wordings will be discussed together with several case studies. Participants are encouraged to actively participate in determining the outcomes of the case studies.

PROGRAMME HIGHLIGHT - DAY 2

Issues in Handling Flood-related Business Interruption Claims

Having addressed the Property Damage aspects of major flooding losses, Day 2 will switch focus to the impact on business operations following catastrophic flooding events. The first half of the day will be spent examining the likely impacts to both the Insured's operations as well as the interruptions to the greater supply chain. We will then review the Business Interruption Insurance Policy and how the Policy is structured to provide coverage to various aspects of the likely impact to the business. The Policy coverage aspects will be explained with reference to first hand experience of various flooding events around the Asia Pacific region.

The afternoon session will focus on the practical application of the concepts learned earlier in the day. Through a basic case study, the participants will discuss the common issues faced by the businesses and how the Policy will respond to each potential impact on operations. This session will be reinforced with a further in-depth case study addressing more complex calculations in line with the Basis of Settlement in Business Interruption Policy.

DAY 1

CATASTROPHE FLOOD EVENTS

- Background and overview of flood events
- Is flooding going to be a bigger issue in the future?
- What are Governments and Insurers doing?
- Types of damage and issues encountered
- Policy interpretation and policy considerations
- Case Studies - technical / policy questions

DAY 2

ISSUES IN HANDLING FLOOD-RELATED BUSINESS INTERRUPTION CLAIMS

- What is business interruption and what is BI insurance designed to cover?
- How is the BI Policy structured?
- Loss Mitigation - The Insured's Obligations
- BI Basis of Settlement
- All Other Circumstances Clause
- Common Contingent BI Extensions and Impact of Flooding
- Wide Area Damage, Denial of Access
- Basic Case Study with Calculations
- In Depth Case Study with Calculations

A TECHNICAL WORKSHOP:
MANAGING CATASTROPHE CLAIMS



WORKSHOP LEADER: JAYE KUMAR

Jaye Kumar was born in Malaysia, completed his high school and tertiary education in England and has worked extensively in South East Asia, UK and for the last 30 years, in Australia. Jaye is a Chartered Loss Adjuster (Fellow), Chartered Mechanical Engineer and has a Masters in Business Administration. He has been a practicing loss adjuster for 35 years and specialises in engineering claims.

In 2000, Jaye formed a national loss adjusting company with over 40 independent adjusting companies across Australia as service partners and heads this Company as the Managing Director. Jaye has been actively involved with the Australasian Institute of Chartered Loss Adjusters (AICLA) and has served on the AICLA Board since 1999. As the International Development Director of AICLA since 2003, he has been responsible for expanding AICLA's membership base across the region and internationally. AICLA has international membership chapters in Malaysia, Singapore, Hong Kong, Indonesia, Thailand and Vietnam and is further expanding this to the Middle East and Europe.



WORKSHOP FACILITATOR: DARREN MCKINNON

Darren's general insurance career spans over 39 years, which includes his experiences working for Underwriters, Insurers and Brokers. In the last 27 years, he specialized in Loss Adjusting. In 1991, he started handling domestic and small commercial losses and moved onto larger commercial losses before specialising in casualty /liability claims. In 2002, Darren joined Crawford & Company (Australia) initially as a Senior Liability Adjuster before moving to management and was responsible for all aspects of the Crawford business in Queensland, Australia when he became the State Manager.

During his tenure, Darren gained extensive experience in coordinating and managing the response to many Catastrophe events including Cyclone Larry, Cyclone Ului, the Queensland regional Floods, Brisbane Floods, Cyclone Yasi, Cyclone Marcia, Ex TC Oswald plus numerous significant hail storms that generated significant numbers of claims.

After a 12-month sabbatical from the Industry in 2017, Darren returned to take up the role of Country Manager & Managing Director of Crawford & Company in Singapore.

Darren graduated from Charles Sturt University in NSW with a Bachelor of Business majoring in Insurance and Finance. He also holds several industry qualifications including the Diploma of Business (Loss Adjusting).



WORKSHOP FACILITATOR: GARETH COTTAM

Gareth is a dual-qualified Chartered Accountant and Chartered Loss Adjuster and began his forensic accounting career with RGL Forensics in Perth, Western Australia in 2011. From the outset, Gareth worked closely with senior staff on large mining business interruption claims in excess of \$100 million.

Gareth has been exposed to many facets of forensic accounting through his work in FAS (Cunningham Lindsey) and more recently at Lloyd Warwick International. These roles have served to expand Gareth's experience and he has worked on a variety of business interruption claims (many arising from various catastrophe events over the years), various public liability and insurance related economic loss claims, and specialist accounting reviews.

Gareth graduated from Curtin University of Technology (Perth) with a Bachelor of Commerce, double major Marketing and Information Systems, followed by Honours in Information Systems. He graduated Valedictorian of his Master of Business Administration from Soochow University (Taiwan). He has spent several years in Asia and is fluent in Japanese and speaks Mandarin as well. He also holds several other industry qualifications including the Diploma of Loss Adjusting.



GUEST SPEAKER: AINI LING

Aini Ling was trained in Australia as a Chemical Engineer. She has been with Forensic Services as a consulting engineer for more than 26 years and has recently taken on the role as general manager. She is a CSWIP plant inspector, certified as a fire and explosion investigator by both international Association of Arson Investigators (IAAI) and National Association of Fire Investigators (NAFI), USA. She has investigated more than 1000 fires and explosions in more than 10 countries and given expert testimonies in three countries. She conducts post fire investigation into the operational

status of the fire protection systems. Her expertise also extends to the failure analysis of process equipment, and investigation into marine cargo damages, damages to goods in transit and storage, in respect to wetting, self-heating, fumigation, physical damage and cargo contamination.

THE MALAYSIAN INSURANCE INSTITUTE (MII)

Founded in 1968 as a non-profit organisation, The Malaysian Insurance Institute (MII) is the leading professional body and education institution for the Malaysian insurance industry. MII provides internationally recognised qualifications in insurance, risk management and financial planning. It is highly respected as a regional centre that offers an extensive range of quality education programmes and training courses for professionals in the insurance and financial services industry. MII's commitment to providing relevant, high quality professional qualifications and training offerings is underpinned by its role in partnering the industry and its members in the pursuit of professional excellence and business success.



THE AUSTRALASIAN INSTITUTE OF CHARTERED LOSS ADJUSTERS (AICLA)

The Australasian Institute of Chartered Loss Adjusters (AICLA), established in 1997, is the leading international loss adjusting professional and educational body for loss adjusters with an extensive and growing membership base. The primary object of the Institute is to advance the Profession (of Loss Adjusting) for the benefit of its practitioners and the public in general through the continual education of its Members and the encouragement of skilled, ethical and sound practice in the Profession.



SPECIAL FEE

Fee	MII/AICLA member	Non MII/AICLA member	Remarks
	USD 500/RM 1900 ()	USD 600/ RM 2100 ()	Inclusive welcome drinks, programme materials, tea breaks and lunches.

*Accommodation is not included in registration fee. Please make your own booking

RECOMMENDED HOTELS**SPECIAL RATE OFFER BY SUNWAY PUTRA HOTEL****Sunway Putra Hotel (Special Offer for MII Participant):**

100, Jalan Putra, Chow Kit, 50350 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur
Website Link: <https://putra.sunwayhotels.com> Tel: 03-4040 9888

* Inclusive of Buffet Breakfast

* Note: Please make a direct booking with the Hotel. However, there is a standard booking form to be filled up. The form can be obtained from mii website www.insurance.com.my

Seri Pacific Hotel

Jalan Putra, Chow Kit, 50350 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur
Website Link: <https://www.seripacifichotel.com> Tel: 03-4042 5555

Room Categories	Room Rates (Inclusive of Buffet Breakfast)	
	SINGLE	DOUBLE
Superior	MYR 230.00 Nett	MYR 260.00 Nett
Deluxe	MYR 260.00 Nett	MYR 290.00 Nett
Club Room	MYR 360.00 Nett	MYR 390.00 Nett
Club Suite	MYR 550.00 Nett	

PARTICIPANT DETAILS

Name (as per IC)	IC No. (New)/Passport No	Designation	Email	Handphone Number
Contact Person :				
Tel No :		HP No :	Fax No :	
Company Name :				
Company Stamp & Address :				

PAYMENT OPTIONS (Please tick (√) method of payment)
 Cash Payment

 Enclosed is a Bankdraft / Money Order no. for RM_____ made payable to The Malaysian Insurance Institute.

 Direct Bank In to MII account : **2-64160-00004670**

RHB Bank Bhd, Lot No G-01, Ground Floor, Bangsar Shopping Centre Office Tower Jalan Maarof, Bangsar, 59100 Kuala Lumpur, Malaysia.

 Telegraphic Transfer in USD to MII account : **6-14165-00000321**

RHB Bank Bhd, Lot No G-01, Ground Floor, Bangsar Shopping Centre Office Tower Jalan Maarof, Bangsar, 59100 Kuala Lumpur, Malaysia.

 Please charge RM / USD_____ to my credit card. VISA MASTER

Card number : [] CVV Number : [] [] []

Expiry date : _____ Cardholder's signature : _____

Note :

1. Payment to be made payable to "The Malaysian Insurance Institute".

2. Participants will not be registered for the programme until payment is received.

3. We wish to inform that MII does not accept personal cheques.

REGISTRATION POLICY

- Complete the registration form provided and mail together with your payment to the MII. Payment must reach MII 14 DAYS BEFORE the commencement date.
- Deadline to submit registration form is 14 DAYS BEFORE the programme.
- Reservation for the course can be made by phone or fax but will be confirmed upon receipt of the registration form and full payment.
- A FULL FEE is chargeable if no written notice of cancellation is received 14 DAYS BEFORE the course commences or if the participant fails to report for the course.
- Cancellation after the deadline WILL NOT BE ENTERTAINED. However, substitute participant(s) is/are always welcome.
- The organiser reserves the right to reschedule or cancel the course due to unforeseen circumstances and will notify the contact person accordingly.
- Confirmation of the course will be notified to the contact person/registered participant(s).

DECLARATIONImportant Notice

In regards to **Personal Data Protection Act 2010** ("the Act"), please note that your personal data is used, stored, disclosed and processed by MII solely for the Purpose of registering training courses and/or in connection to other MII products or services. Your personal information may also be disclosed or transferred to relevant third party i.e to the industry related associations, industry related companies, government agencies and any of their respective agents. Any inquiries or complaints with respect to your personal information may also be channeled to MII by submitting such request to MII via post, email (customer@carcare@mii.org.my) or facsimile (03-2093 9287).

Applicant's declaration

I am deemed to have consented to MII to use, store, disclose and process my personal data for the Purpose mentioned above and agree to comply with and be subject to the jurisdiction of all rules and regulation of MII concerning the training courses.

Applicant's Signature : _____ Date : _____

For further information kindly contact: **The Malaysian Insurance Institute** (35445-H)
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Website : www.insurance.com.my