



FROM THE INSTITUTE PRESIDENT, LEON BRIGGS

Dear Member,

April and May are probably the busiest months for AICLA. Last month I discussed the Asian Claims Convention held in April, and the subsequent visit to various centres in Asia to meet with members. Both activities were very successful and it was pleasing to be able to fulfil one of AICLA's fundamental purposes as an educational body.

After that trip I went on to London for company business, however I took a day out from the trip to meet with CILA's president in Dublin. Historically there have been differences of opinion between AICLA and CILA and their members, however both bodies now recognise that in fact we have more in common than apart; particularly on the global stage.

More and more with globalisation, the decisions that affect New Zealand or Australia or Asia, are made in other countries. The views that we hold of loss adjusters, though, are the same in all those countries: impartiality, educational standards, and ethical behaviour. We all share the same view that well trained and qualified loss adjusters add value to the claims process. We therefore should say similar things together and support each other when talking to decision makers and influencers – we should speak with a united voice where possible.

The discussions we have had, and continue to have, with CILA and others are beneficial to our aim of supporting and promoting loss adjusting and loss adjusters across the region.

I would like to draw your attention to those members listed below who won prizes for studies in the Diploma of Loss Adjusting. Congratulations to all the prize winners, well done.

In mid-May we held our bi-annual Board Meeting, in Melbourne. The Victorian division held a members networking drinks event the evening before and a number of Board members attended that event to meet and socialise with Victorian AICLA members. One of the key items on the agenda was the on-going development of the Diploma of Loss Adjusting – what will become the ANZIIF-AICLA Diploma of Loss Adjusting. The framework for the diploma under the new skills unit teaching methodology has been agreed and the next step is creating the individual modules, or skills units, that will make up the diploma. We will soon be asking for “volunteers” to assist in designing and writing skills units (I say “volunteers” as ANZIIF do pay for time spent). If you are interested being a Subject Matter Expert please let Tony Libke know.

At the Board Meeting in Melbourne, Narelle Handley (Vic Div Chair) invited James Jacoby, the son of a pioneering loss adjuster, H. H. Jacoby, to address the Board about his father's early involvement in the profession. He presented to the President a historic photo of the Council of the Institute of the Fire Loss Assessors of Australia 1943, of which his father was President.



Finally, the question for the Carey Bird Scholarship has been published. As you might recall, this is a 1,500 word essay on a selected topic. The scholarship is named for the late Carey Bird, who died in the 2011 Canterbury Earthquake. The question this year is a question aimed at the intersection of material damage and business interruption claims, being the proper treatment of wages. Hopefully we see entrants from both property and accounting members of AICLA. Given the prize of A\$3,000 in cash or a trip to the next AICLA claims convention in Sydney or Cambodia, we hope to see a good number of entrants.

Kind regards

Leon Briggs, Chartered Loss Adjuster
President - AICLA

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Paul Hardy	Affiliate	Victoria
Rawan Shahin	Affiliate	Western Australia
Amy Fruin	Provisional	Victoria
Jennie Ashbrooke	Provisional	New South Wales
John Rasmussen	Provisional	Queensland
Wayne Rutledge	Affiliate	New Zealand

ELEVATIONS

Name	Class	Division
Tran Huu Duc	Associate	Int. Vietnam
Thomas Tan	Associate	Int. Malaysia
York Bin (Max) Lim	Affiliate	Int. Myanmar
Geoffrey Tir	Affiliate	New South Wales
Shaun Owen	Affiliate	South Australia
Om Watanaphol	Associate	Int. Thailand
Harry Cheng	Affiliate	Queensland

AICLA/ANZIIF

CC18

Claims Convention

BEST PRACTICE IN CLAIMS

27th September 2018

The 12th AICLA/ANZIIF Claims Convention will be held at the Sheraton on the Park Sydney on **Thursday, 27 September 2018**.

The initial registration brochure for the convention will be widely distributed next week.

A high-quality program is being finalised. Included on the program will be Dr Wen Wu from CSIRO's Data 61 Strategic Insights team, who will look at **MegaTrends – Methods of Strategic Forecast and Six Big Digital Trends Including Distributed Ledger Technology**.

A Trainee Loss Adjusters workshop will be held in Sydney on **Wednesday, 26 September 2018**. Further information will be forwarded in the near future. The program for this event is being developed.

CAREY BIRD SCHOLARSHIP

This is a reminder that the Carey Bird Scholarship for 2018 is now open for entries. AICLA members are encouraged to enter for this major award, which recognises a loss adjuster by way of a written submission covering a practical claim scenario.

The prize is a framed certificate and **either**:

1. Attendance at the Claims Convention (Sydney) or the Asian Claims Convention with the winner free to select, plus airfares (economy), accommodation, meals and out of pocket expenses associated with attendance at the convention; or
2. A cash payment of AUD\$3,000.

The closing date for the award is **15 June 2018**. For full details please [click here...](#)

ASIAN CLAIMS CONVENTION 2019

The Asian Claims Convention is planned to be held on 24, 25, 26 April in Phnom Penh, Cambodia. Final arrangements are being negotiated with the venue and further details will be forwarded to members when available.

WESTERN AUSTRALIA

On 19 April we secured Glen Walker from RAC to present along with Richard Wright from Aegis Management Support.

Glen is the Claims Manager for RAC since 2013 and prior to that he was Manager of Technical Claims.

The presentation was based upon:

- The fraud landscape – what are the current trends?
- Personal valuables claims – Tips and case studies
- Not fraud but what about Recovery?

The seminar was well attended by members, industry guests and diary sponsors.



QUEENSLAND

The Queensland Division will be conducting a number of education seminars and other events over the coming months. The first will be an **education breakfast seminar, to be held at the new W Hotel on North Quay Brisbane on 10 July**. The Seminar will cover Compliance Management and WH&S Issues, with sponsorship by Paynter Dixon. A formal notice of the event will be forwarded shortly.

Other seminars planned are *Privilege – How to Get it, How to Keep it* on 7 August, and *Roles in the Insurance Claims Process* panel discussion on 11 September.

The **Division AGM and Trivia Event** is planned for 24 August, and the popular **Charity Race Day** held in conjunction with Women in Insurance will be held on 17 October at Doomben Racecourse.

NEW ZEALAND

Following the half-day conference and AGM, the NZ Division is holding its inaugural luncheon starting at midday on **Friday 29 June at the Maritime Room, Princess Wharf, Auckland**.

We are fortunate in procuring Dr Grant Lester from Melbourne who will speak on Querulous and Vexatious Litigants. Grant is a consultant forensic psychiatrist, but don't let his title put you off, as this is a highly entertaining speech that was chosen specifically with an insurance flavour.

To add to the occasion, members have the opportunity to invite persons from the insurance industry as guests along to an afternoon of celebration of all that we represent.

To reserve a ticket, please email Dave Merritt at:

Dave.Merritt@crawford.co.nz

Registrations close 22 June 2018.



Above: Dr Grant Lester

PRIZE WINNERS

Congratulations to the following AICLA prize winners on their awards in respect of studies in 2017 in the Diploma of Loss Adjusting course. Enrolments in the diploma course continue at high levels, making it a great achievement by the prize winners. Details of criteria for the awards are available at www.aicla.org

Loss Adjusting Diploma Prize:

Haryo Suseno, PT. Cunningham Lindsey Indonesia

Charles Buchanan Prize:

Melanie Richardson, Cunningham Lindsey Australia

Syd McDonald Young Adjuster Prize:

Paul McConnell, Crawford & Company Australia

Ted Cooper Prize (WA):

Stephen Aitken, Cunningham Lindsey Australia

New Zealand Division Prize:

Peter Humphrey-Taylor, Earthquake Commission NZ

Brian Geraghty Prize (QLD):

Jake Carter, FAS Global New Zealand

VICTORIA

The Victorian Division held an informal gathering of members in conjunction with the AICLA Directors' Meeting on 8 May. The event was an opportunity for members to meet AICLA Board Members.



A NEW VICTORIAN COMMITTEE MEMBER

Chris Dobson

YDR Chartered Loss Adjusters

Victorian Manager,

Executive Liability Adjuster



1 What lines of business does your company offer?

YDR specialises in large and complex Construction, Liability, Engineering, Property and Professional Indemnity matters.

2 What did you want to be when you grew up?

A pilot in the Royal Air Force

3 How did you get started in Insurance/Loss Adjusting?

My father enjoyed a career in claims and therefore insurance was the most obvious avenue to go down when I was not selected for the RAF. I fell into loss adjusting when approached by an insurance employment agency with whom I had registered. I have never regretted taking the leap.

4 Professionally, what is your most proud moment?

Without a doubt being awarded Victorian Loss Adjuster of the Year at the 2017 AICLA awards. This achievement was made all the more special by the number of messages I received from people both here and back home who had played a part in my development.

5 What are some of your greatest challenges in your business?

In loss adjusting workflow constantly fluctuates and therefore the greatest challenge is maintaining high service and quality standards during high volume periods. Dedication to maintaining standards inevitably leads to family time being sacrificed. However, flexibility afforded by the ability to manage my own caseload means I can also take time for family commitments during the standard working day if required.

6 Do you have a mentor? Who is it? Why?

I do not have an individual mentor in my current role, however, I am fortunate enough at YDR to be surrounded by a team of great people with a wealth of experience, all of whom I can turn to for support and advice when needed.

7 What do you never leave home without?

My phone (unfortunately) and if possible my dog, although the latter has started to prefer her days spent at home on the sofa rather than with me in the office.

8 How do you relax?

Walk along or swim in Port Phillip Bay with the aforementioned dog; and play soccer.

9 What is the last song/tune you listened to?

Orange Crush by REM

10 What is the one piece of advice you could give to new comers to the Industry?

Can I have two? Don't ever think you have learnt everything there is to know about loss adjusting. I firmly believe I will learn something new on the day I retire. Also, if you experience challenging times don't be afraid to speak with a senior colleague – they are likely to have faced the same challenges and can help you overcome and succeed.

Vale – David Tallent

Michael Collins (Past President – AICLA)



On 15 April 2018 David Tallent passed away after a short battle with illness. He had recently celebrated his 80th birthday with his family and friends.

David was a doyen in the loss adjusting profession and was highly regarded by his colleagues, clients and the insurance industry in general. He specialised in the assessment of major loss claims and was very experienced in all aspects of loss adjusting.

I first met David in 2002 when I started my adjusting career at GAB Robins in Adelaide. Although he had already retired, his passion for loss adjusting and helping those less experienced saw him return to the office every Tuesday and Thursday to mentor those in need. He was a stickler for quality, technical accuracy and meaningful report content, and was always able to explain the most complex theory through practical example.

David was an eloquent writer who had an incredible ability to say so much with so few words. He rarely took notes at a site visit and was able to create a technically accurate and complex report from memory. He attributed that skill to his passion and interest in his work.

David's wicked sense of humour was undoubtedly one of his best attributes and he was up there with the best.

Those of you who knew David will know what I mean. David refused to accept the infiltration of computers and often quipped 'they won't be around for long'. As a silent protest to the ousting of the Remington he never sent an email in his life.

David influenced the career of many of us and for that we should be very grateful. We have been taught the right way by one of the best who gave so willingly to the profession.

It would be David's legacy for those he influenced to do the same. David was a fabulous man and will be missed by many.

ON-LINE CPD

AUCKLAND POWER OUTAGE 1998

In an earlier paper in our steadily growing range of on-line CPD papers, we posed the question 'Imagine being without power for five weeks?'. Most of our members have experienced power outages of up to several hours, especially from local inclement weather, and can attest to the sheer inconvenience (and sometimes danger) from failed traffic lights, lifts and automatic doors, home and office lighting, various appliances and even of communications, especially if the ubiquitous smartphone needs charging! The truth is that we take an ongoing power supply very much for granted, just as we expect to turn on the tap or use the other facilities. It is only when those things break down that their necessity comes home to roost. But that's just a few hours. Our paper at CPD055 discussed the outage that Auckland suffered in 1998 for five whole weeks...

It is true that one of the reasons for the electricity outage was the weather conditions, at that time fairly exceptional — now sadly less so. There was a summer heatwave and the air-conditioning load was high. The extended hot weather had even increased ground temperatures so that (it was surmised) various underground cable joints were unusually stressed. But the main allegation was that there had been inadequate planning for growth in the overall demand, and it was also alleged that there was inadequate maintenance to the network. This is of course in contrast with the oft-heard statement in Australia that electricity system planners are 'gold-plating' the network, meaning that standby systems are claimed to be over-engineered.

As our paper points out, apart from the obvious problems associated with an extended power outage, it was difficult for people to work in the now overheated Auckland CBD buildings and as well there were public health concerns arising from the failure of refrigeration and sanitation systems. It was even feared that there would be law and order problems because of the much extended hours in complete blackness, although in the event there was little crime, New Zealanders long being famed for their laid back attitude. However, many standby power supplies failed, as usual these only rarely having been tested and so were subject to failure from routine causes, such as clogged fuel filters.

There were of course frantic mitigation processes, including the shipping in of many large 'official' portable emergency generators (including at least one on a ship by the quayside), as well as numerous private small generators, the resulting throbbing noise adding to the fatigue and the sense of crisis. We invite you to read more about this prolonged incident at CPD055, and try the short quiz.

The navigation route to our on-line CPD facility has now changed. The password to the Member section of our new website is [aicla2018](#) and you proceed via CPD Papers and Quizzes. Unless you opted to turn off cookies, you will only need the password the first time you access that section.



Senior / Executive Liability Adjusters - Australia wide

Crawford & Company are globally renowned for our Loss Adjusting and Claims Management expertise. Serving clients in more than 70 countries, we pride ourselves on our approach to business and strive to make lasting connections with our clients and customers. Our #1 goal is helping individuals, businesses and communities get back on their feet.

Crawford Liability Services is part of our Global Technical Services (GTS) offering. Crawford Liability handle all types of public & product liability claims, personal injury claims as well as providing services in areas such as product recall and litigation support. Crawford Liability also has the advantage of being able to draw on the expertise of our in-house GTS team, which includes accountants, engineers, surveyors, and property adjusters.

Due to expansion within the Liability team, we are seeking experienced Senior / Executive Adjusters across Australia in Melbourne, Adelaide, Perth and Sydney. As a new team member, you will have an established market following and be able to hit the ground running. If you are a highly experienced liability adjuster with strong client facing skills we would love to have you on our team.

Day-to-Day Responsibilities:

- Investigate and manage all manner of Liability Losses
- Provide support and advice to policy holders with respect to their claims
- Prepare reports by collecting and summarizing information required by our clients
- Engage new and existing clients

Long term goal:

- Mentor and train junior/trainee adjusters
- Help shape the Liability team's strategy nationally

Some of what you'll need:

- 8+ years in a similar role
- Loss Adjusting qualifications or professional qualifications applicable to the Loss Adjusting Industry
- Member of the Chartered Institute of Loss Adjusters
- Established Market following
- Substantial client facing marketing experience
- Proven ability handling a caseload of property, damage and personal injury liability claims
- Ability to build a strong rapport with a diverse portfolio of clients
- The desire to foster a supportive and helpful work environment

Why Crawford?

At Crawford we care about our people and embrace the unique talents of each of our team members. We foster career progression through training/engagement and offer a generous benefits package. Crawford leads by example and is at the forefront of our industry.

Let us welcome you as part of our global community!

Please send your current Resume and Cover Letter to Rebecca Freiverts at:

rebecca.freiverts@crawco.com.au or if you would like to discuss this opportunity further, call Rebecca at **03 8646 9655**.



AICLA offers members the opportunity to advertise positions vacant in LA News.

The cost is \$300.00 (+ GST) and the advertisement will be run for one month.

The advertisements also appear on the AICLA website www.aicla.org.

If you wish to advertise, please send information to adminoffice@aicla.org.

Advertisers can remain anonymous with job applicants responding direct to AICLA.