



FROM THE INSTITUTE PRESIDENT, LEON BRIGGS

Dear Member,

It is pleasing to open my newsletter this month by telling you that we received nine entries into the Carey Bird scholarship essay. That is a record number of entries and, I like to think, is an encouraging sign for members' willingness to undertake research and better themselves, in the pursuit of course of a wonderful prize. We expect the winner to be announced soon. And on the subject of professional development; a reminder that the AICLA/ANZIIF Sydney Claims Convention will be held on 27 September, with the Trainee Adjuster Workshop the day before. We encourage you to register to attend what has become one of the premiere events of the Australasian Insurance scene.

I receive many periodic emails, including news articles. One that struck me from Insurance Business was titled "How to avoid becoming a 'zombie firm' in the disruption apocalypse". I immediately thought of needing a zombie kit of axe and chainsaw, to fight off the zombie firm invasion. What they are meaning, of course, is the risk of the sleepwalking firm.

We all know about the various predictions of what adjusting in the future might look like; drones replacing physical inspections, AI adjusting claims. Some of these are realistic and some are alarmist. There is no doubt though, that we are in a period of change. There are already examples of motor vehicle losses being completely adjusted from photos, by computer. No adjuster required.

The Insurance Business article referenced a recent Suncorp survey stating that of firms surveyed "73% are confident that they would be able to handle future disruption. However, 57% stated that they had no plans to update their products, or to address market disruption within the next five years". "Astonishingly, only 2.5% of businesses think advances in technology present a risk to their own firm".

One of the issues, I suspect, is that it is difficult to prepare for the unknown. The survey cited one participant as saying that "the challenge is that you don't know what you don't know until it is in the market – like Airbnb going from 0 to 20% market share in 18 months".

But, we do know that (unless you are extremely pessimistic) there is a future and that future will be different to how we

operate now. At an individual level, how do we avoid becoming "zombie adjusters", or perhaps less sensationally, sleepwalking adjusters. It is obviously a difficult proposition when the changes will come from elsewhere and will be imposed on, or sometimes created by, our employers, and they too will be simply be responding to pressure. As individuals we will have little say.

For those that have longer careers ahead of them, one can imagine (or hope) that there should always be a need for well qualified expert adjusters. The questions to ask ourselves might be: how do we maintain our currency and relevancy? What on-going courses and training will keep us at the forefront of thinking? What self-guided studying and research is available to keep our skills sharp?

This may be thinking we have heard before, and it may be similar to what I have said before, but switching off from the message and ignoring the need to stay relevant is probably exactly what makes a sleepwalking adjuster. Invariably, the future is in our own hands.

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
Dale McCord	Provisional	Western Australia
Neil Ackerman	Provisional	Queensland
Pham Duc Nguyen	Affiliate	Int. Vietnam
Nick Tay	Affiliate	New South Wales
Yvonne Loftus	Affiliate	Victoria
Andrew Walsh	Associate	Victoria
Hannah Gabbie	Affiliate	New Zealand
Israel Suarez	Affiliate	Queensland
Georgina Doneley	Provisional	Queensland
Philip Marshall	Provisional	Queensland
Mark Cook	Provisional	New South Wales
Neale Pretorius	Affiliate	Victoria

ELEVATIONS

Name	Class	Division
Daniel Rose	Associate	Queensland
Woo Weng Seng	Associate	Int. Singapore
Daniel Cole	Affiliate	New South Wales
James Tubbs	Fellow	New Zealand
Cathal Kenny	Associate	Victoria
William Matthews	Fellow	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**.

For further information and to register for the convention **click here**.

Speakers confirmed for the event include Dr Wen Wu CSIRO, Rob Whelan ICA, Donna Stewart Allianz, Colin Pausey Sparke Helmore Lawyers and Michael Crossland. There will also be a panel discussion on *How New Technologies are Reshaping the Claims Process* hosted by Stone & Chalk.

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

WEBSITE

The revised AICLA website is now operating and you are invited to visit the site at <https://aicla.org>. One of the new features of the site is the events registration. The password for the members' section is **aicla2018**

ASIAN CLAIMS CONVENTION 2019

The Asian Claims Convention will be held on 24, 25, 26 April 2019 in Phnom Penh, Cambodia. Further details will be forwarded to members when available.

VICTORIA

iAdjust 2018 – Getting Close!

After missing iAdjust 2017, AICLA (Vic) are excited to be putting on the event in 2018 bigger and better than ever.

The day is filled with interesting topics surrounding owners corporation and commercial type policies covering fire, liability and recoveries, working with the broker, scopes/ variations, and will discuss some very recent and topical developments in these areas.

We encourage all members to be part of this event which has already seen a strong list of attendees from loss adjusters and insurance claims officers to date.

This year AICLA (Vic) have a slightly different format on the day, it will include a trade show and post event drinks which will provide all members the opportunity to network with their clients and others in the claims environment.

So **click here** to register now, noting that the event is only a month away on 26 July 2018.

We are also proud to announce our sponsors for the event being:

Bay Building Services as our **Sapphire Sponsor**, who will also be sponsoring the post-event networking.

Ruby sponsors: Ben Power, Johns Lyng Group, Pattersons Insurerbuild and EHS Assess

Emerald sponsors: Coathanger Services, MCS Group, JB Hifi, Wood Floor Drying and Steamatic.

Without our event sponsors we would not be able to put on these industry events.

SOUTH AUSTRALIA

The SA Division will be holding "Christmas in July" drinks on Thursday 26 July 2018 at the Saracens Head Hotel. An invite has been issued to SA members and it would be great to see as many there as we can, to relax, network and just generally socialise with colleagues and friends.

Other upcoming events include:

- AGM – August 2018
- Annual Lunch – October 2018
- Training Seminar – November 2018

More details will be provided regarding these events closer to the dates.

QUEENSLAND

The Queensland Division will hold three 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, Remeed Solutions and Rizon. To register please **click here**.

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** will be held on 24 August at Cloudland, and the popular **Charity Race Day** held in conjunction with Women in Insurance is booked for 17 October at Doomben Racecourse. The final event for the year will be the **Annual Luncheon**, which will be held at Tattersall's club on Friday 16 November.

LATEST TRENDS AND DEVELOPMENT IN DEALING WITH CONSTRUCTION ALL RISKS (C.A.R) POLICY CLAIMS – A TWO-DAY WORKSHOP IN HONG KONG



The Australasian Institute of Chartered Loss Adjusters (AICLA) kicked off its 2018 international seminar series with another successful two day construction insurance workshop held at the Novotel, Wanchai, Hong Kong on 4th and 5th June 2018.

The inaugural workshop program in Hong Kong was well attended by insurers, brokers and loss adjusters from Australia, Vietnam, Thailand and Hong Kong. The participants sat through the two days of construction policy, third party coverage and claims case studies presented by facilitators from Australia and Singapore and supported by a highly respected China based specialist loss adjuster, Pierre Leong.

On Day One, AICLA International Development Director, Jaye Kumar outlined the objective of the workshop, explained the interactive mode of the program and the learning outcomes. He continued his role as program coordinator throughout the two days. He also highlighted the work done by AICLA in professional development training and its engagement and commitment internationally, and why it is recognised as one of the premier loss adjusting institutes.

Singapore based Insurance Trainer/Consultant, Pooba Mahalingam (Director - *Talent Asia Training and Consulting*), spoke on Section I of the C.A.R policy and touched on the various areas - clauses, endorsements and wordings. He also identified key upcoming construction projects in South East Asia and North Asia and deliberated how claims are managed in the S.E.A market. The difference in the policies in Hong Kong and Singapore markets was also compared during his segment. Being a former loss adjuster, Pooba went on to share a few interesting case studies with the delegates who were equally enthusiastic with the exercise.

A networking cocktail was hosted the same evening for the delegates and a few local industry guests joined in.

On Day Two, Ian McWalter (*FT Adjusting* - Australia) tackled the Section II aspects of the C.A.R policy. He touched on various third party liability issues and clauses including some interesting case studies which kept the audience totally engaged. Ian also shared a few challenging construction related liability losses as part of his session.

Later that afternoon, special guest speaker, Pierre Leong (Managing Director - *Pierre Leong & Co, Ltd.*) presented his case study relating to a loss involving a collapsed bridge structure; was it as the result of inclement weather, faulty design or faulty workmanship loss? Pierre, who has nearly five decades of adjusting experience, kept the delegates totally engaged with his technical presentation that covered aspects of water pressure, design calculations, workmanship and materials used.

Feedback received from the delegates indicated that the two-day event was well organised, with good presentations by experienced speakers. The event was concluded with the presentation of attendance certificates (15 CPD points) by Jaye Kumar on behalf of AICLA and a photograph session.

Mr Kumar in his closing speech stated that, *"AICLA is pleased that we have conducted another successful workshop program and this being our inaugural event in Hong Kong makes our efforts worthwhile. It is very encouraging to see delegates who have attended our previous workshops coming back for other programs. This can only be a reflection of how well these programs are received. I would like to take this opportunity to thank our presenters who have given their valuable time to AICLA to conduct these workshops on a voluntary basis"*.

AICLA is on track to conduct at least another three workshops this year in Kuala Lumpur, Bangkok, Jakarta and possibly in Dubai or Bahrain. Please keep checking LA News to see what is on offer.

Vale: John Burrows

John Burrows, born 24 April 1957, passed away on Thursday 17 May 2018 surrounded by his family. John had been in remission from lymphoma for nearly seven years only for it to return suddenly and swiftly.



John was from Johannesburg, where he obtained a BSc in Industrial Engineering. After a short stint with Atlas Aircraft Corporation as a Trainee Engineer, he moved onto Hippo Quarries where he transformed from engineer into an accountant.

John and wife, Daphne, graduated together in 1989 with BCom degrees before the family moved to Middelburg, east of Pretoria, in the late eighties. Here John worked in the mining industry as a Management Accountant progressing to Financial Manager before immigrating to NZ in 1998.

John initially settled in Whakatane located in the Bay of where he was an active (and rowdy) member of the local squash club.

After several years and several jobs in and around Whakatane, he found his niche. The family moved to Auckland where he joined McLarens Topliss in 2002 working as a BI specialist. He obtained his Diploma in Loss Adjusting and became chartered in 2007, achieving AICLA Fellow status.

The 2011 Christchurch Earthquake was a significant event in our industry. John was heavily involved with claims from this tragic event where many people lost lives, homes, and their livelihood. This deeply affected John, who was a very empathetic man.

John loved his work and excelled as a BI adjuster. He was part of the Crawford Specialist Services forensic accounting division and adjusted many high profile multi-million-dollar claims. With his mechanical engineering background, he was equally efficient adjusting technical machinery breakdown and material damage losses.

John was well known for his direct and honest approach in work and in life in general. No matter how busy, he always made time to offer advice and mentor his colleagues. He was extremely intelligent, had a great sense of humour and often had others in fits of laughter with his wise quips. John was a very loved, loyal, and respected member of the Crawford team and widely respected in the insurance industry.

John was a kind and caring family man. He loved the outdoors, wildlife photography, sport, brewing and drinking craft beer and travelling back to his beloved home country. He and Daphne travelled extensively in recent years.

John leaves behind Daphne, two daughters and two grandchildren. He was a great provider and was a success in life. John was one of a kind and will be dearly missed.

ON-LINE CPD

AN INSIGHT INTO INSURANCE REBUILDING COSTS

This month we are pleased to feature a paper reproduced with permission and originally written for the UK Chartered Institute of Loss Adjusters (CILA) by John Carey, a well-known insurance practitioner and writer, on the subject of insurance rebuilding costs.

The majority of the major claims we are involved in as loss adjusters involve rebuilding structures and the costing methodology is critical in setting a realistic reserve. It is interesting to see some of the thinking from our UK cousins on this topic.

Although some of the paper is necessarily UK-centric and includes reference to such bodies as the Royal Institute of Chartered Surveyors and the Building Cost Estimation Service, there are many useful parallels to our own thinking and regulation.

John explores such pertinent topics as the value at risk, the adequacy of sum insured and average arising, local authorities clauses, day one average, reinstatement –v- indemnity, the lifespans of different building materials and installations, floating insurance, first loss policies, foundations clause, and the basic method of calculation of costs including gross external and internal floor areas.

The adjustment of suggested cost rates for features such as attic floors or cellars is discussed, as well as a type of building not often seen in our part of the world but applicable to many village areas in the UK: thatched roofs, as well as the very many (very) historic buildings that give special difficulties in estimating rebuilding costs. Also tackled are inflation adjustments (very critical in certain past years — one year the UK inflation rate hit 26% and the following year 16%)

Commercial and Public Sector risks are discussed, including agricultural buildings, factories and warehouses, shops, offices, hotels, public houses ('hotels'), churches schools and colleges and hospitals. Each has its own peculiarities.

Notwithstanding its UK roots, the paper lays out the principles in a detailed and thorough way, and we commend it to you. It will be found at CPD109.

The navigation route to our on-line CPD facility changed recently. 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.



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.