



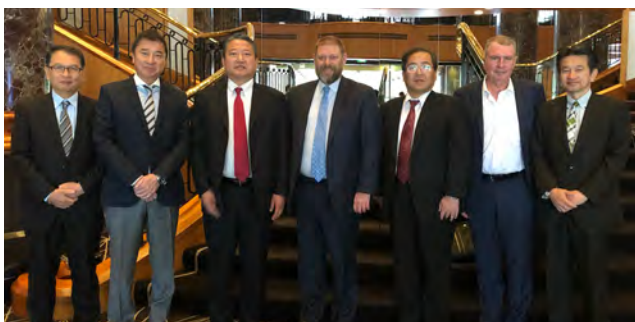
FROM THE INSTITUTE PRESIDENT, LEON BRIGGS

Dear Member,

This is my last newsletter as President and caps the end of a very successful month.

The highlight was the AICLA/ANZIIF Sydney Claims Convention, which had approximately 300 people in attendance. I particularly enjoyed being able to present Haryo Suseno, Melanie Richardson and Paul McConnell their awards for outstanding academic achievement whilst undertaking the Diploma of Loss Adjusting. It is worth acknowledging Haryo Suseno who travelled from Indonesia to attend the conference and be awarded his certificate.

We also met with delegates from the Loss Adjusters Association of Japan and signed a memorandum of co-operation. I thank the President of the LAAJ, Makoto Uchiyama, and his colleagues. We also made great progress in organising the 2020 Asian Claims Convention, which is planned to be held in Japan in April 2020.



My final thoughts to share with you come from a theme that ran through a number of the sessions at the claims convention, and that is communication. It is interesting that I have been to conferences, internal workshops and listened to the results of client surveys for more than 25 years, and a consistent message is that people often find that there are stages of a claim where they don't know what is happening or they aren't being communicated with. I'm not suggesting that I am any better than the average adjuster in this (I'm sure I'm not), but imagine if we could actually keep clients well informed.

Some of you will be good at this, others not so much – it is difficult to be good at every aspect of our job and we all excel

at some areas more than others. Imagine how much better the whole industry would be though if we could solve the communication problem. Maybe it is an unachievable utopia, but after 30 years in the industry it is an area in which I think I can put effort into improving myself.

AI and all the other fancy tech ideas will be good at communication. They will have milestones, automated messaging and pre-determined touchpoints, as well as the ability for the client to go on-line and update themselves. We can utilise some of these technologies, but ultimately there are still personal aspects of our job that, if we can do them well, will mean one less reason for someone to replace part of our job with another system. And, more importantly, we might have achieved one more happy client.

People never want to see a loss adjuster, but we all hope that, once everything is fixed, it would be nice if they were glad that we were the one they got.

I would like to finish by thanking Tony, Ash, Clare, Kenz, as well as Michael Davies, our Education Director, and all of the Board members and Division Chairs and Councillors for their support and assistance. Being President is not an endeavour that can be undertaken alone and their support has been invaluable.

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
Alan Smit	Affiliate	Western Australia
Hermes Ouko Ouma	Affiliate	Int. Switzerland

ELEVATIONS

Name	Class	Division
Jay Kuntawala	Associate	New Zealand
Reshama Dongare	Associate	Victoria
Simon Howe	Associate	New Zealand
Chris Dobson	Associate	Victoria
Carl Stanmore	Affiliate	New South Wales
Muhammad Abdur Rahim	Associate	Int. Italy
Nguyen Hoang Thuong	Associate	Int. Vietnam
Jimmy Yew Cheng Lim	Associate	Int. Singapore
Bradley Hart	Associate	Tasmania

CLAIMS CONVENTION 2018 – SYDNEY



AGM

The Annual General Meeting for AICLA will be held at **The Mercure Sydney on Wednesday 24 October**, and members will receive a formal Notice of Meeting with the Annual Report.

All members are eligible to attend the meeting in person or complete a proxy.

ASIAN CLAIMS CONVENTION 2019

Planning for the Asian Claims Convention to be held on **24, 25, 26 April 2019 in Phnom Penh, Cambodia** is progressing well.

A strong level of sponsorship has been secured for the convention, with the following Gold Sponsors: Envista Forensics, Forensic Services, Dr J H Burgoyne & Partners, Hawkins, Steamatic, International Recovery Services and Belfor.

The venue for the convention is the Sofitel Phnom Penh, which was rated 6th best hotel in Asia, Conde Nast Traveler 2017. The planning committee is developing the programme for the convention.

INTERNATIONAL

The International Division AGM was held on 23 August, and the following were elected for 2018/19:

Chair:	Andrew Khoo, Malaysia
Secretary/Treasurer:	Tony Libke, Australia
Councillor:	Budi Maharesi, Indonesia
Councillor:	Dominic Tran, Vietnam
Councillor:	Parinya Kaewkeangtien, Thailand
Councillor:	York Tiam (Harold) Lim, Myanmar
Councillor:	Poobalan Mahalingam, Singapore
Councillor:	Jakkrit Khaosaard, Thailand

NEW ZEALAND

The NZ Division held its annual AGM on 27 September 2018. During the AGM, the following were elected to the NZ Committee for the coming year:

Chair:	Greig Halpin
Secretary/Treasurer:	Anne White
Councillor:	Margaret Chow
Councillor:	Nick Dench
Councillor:	Dave Merritt
Councillor:	Trina Far
Councillor:	Albert Stassan
Councillor:	Peter Webb

WESTERN AUSTRALIA

At the recent WA Division AGM, the following Office Bearers and Councillors were elected for 2018/19:

Chair:	Gary Sewell
Secretary/Treasurer :	Mike Pagels
Councillor:	Jaye Kumar
Councillor:	Darrell Stops
Councillor:	Adam George

VICTORIA

2018 AICLA (VIC) AWARDS NIGHT – CROWN PALLADIUM

Thursday night, 6th of December is promising to be an amazing event for the claims industry. Those who have attended events past, both at the MCG and recently at Crown Palladium, have experienced a fun-filled night of surprises, entertainment, gifts and prizes, amazing food and of course, excellent company. This year AICLA are stepping up the ante;

- Largest venue space ever filled by AICLA at Palladium
- AICLA 2018 Awards presentation
- The famous Phoenix Mentalist and Baker Boys Band to perform
- Surprise entertainment, gifts, prizes and fun throughout the night
- Amazing food and drinks package



This is now the national premier event for the insurance claims industry with guests from all aspects of claims including insurers, brokers, claims administrators, loss adjusters, solicitors, experts and suppliers to the industry.

Tables are quickly being snapped up, so we encourage you to get the conversation going, invite some of your favourite clients and make it a night to remember! AICLA would like to particularly thank Premium Sponsor FEN Australia and Platinum Sponsors Benpower, Advanced Buildings and Steamatic for their support.

The full list of sponsors can be found [here...](#) and tickets can be simply purchased on line – [click here...](#)

QUEENSLAND

The final **education breakfast seminar** was held recently at **the W Hotel**. The Seminar, being a panel discussion on Roles in the Insurance Claims Process, was sponsored by Advanced Buildings and Morse Building Consultancy, and proved very popular with a high level of interaction with attendees. Panel members at the seminar were Tony Morgan, Sedgwick, Gabrielle Morris, Marsh Global Claims Practice, Peter Thomas, Advanced Buildings and Linda Johnson, Elders Insurance.

The popular **Charity Race Day** will be held in conjunction with Women in Insurance on 17 October at Doomben Racecourse. Registrations exceed 150, and there is a limited number of tickets, so members are urged to book early to avoid disappointment – [click here...](#)

We'd like to acknowledge the major sponsors for the event – Morse Building Consultancy and Advanced Buildings.



The final event for the year will be the **Annual Luncheon**, which will be held at Tattersall's club on Friday 16 November, and this event will be available shortly on the AICLA website.

ON-LINE CPD

THE LLOYD'S DEBACLE

From time to time, many of our members are engaged to assess and adjust claims by insureds that have cover with Lloyd's, and to some the first such occasion is an early minor milestone in an adjusting career, even if the business process seems slower than usual.

Lloyd's has a worldwide reputation for accepting large or unusual risks, and more importantly as a place where uberrima fides, fidentia and more simply 'my word is my bond' reign; the rock solid seat of insurance, whose reputation was typified by the reaction to the San Francisco earthquake and fires of 1906, when underwriter Cuthbert Heath instructed his agent to 'Pay all our policyholders in full, irrespective of the terms of their policies'. (Apparently regardless of proximate cause issues, a bonus not likely to have been repeated!)

The way that Lloyd's originally worked was that a small number of people of vast wealth pledged their entire assets (the expression was 'down to their last shirt button') and accepted risks, in return of course for premiums. They were the 'Names' of Lloyd's. Because the pledge did not involve the actual depositing of more than a token amount, funds could be invested elsewhere at the same time, thus enabling the Names to profit twice from their investments. The wealth of those early Names was such that however large the call on funds was it rarely made even a dent in their fortunes.

However, in the 1980s the scene changed dramatically. Much larger losses occurred, with disasters such as the Piper Alpha oil/gas rig fire a notable example. Also, the classic long tail claim was emerging in the form of asbestos liability risks, with huge damages being awarded by North American juries. At the same time, a class of 'investor' whose wealth was anything other than vast was being admitted to Lloyds as a Name.

To many of those that 'last shirt button' quickly became almost literal. Many were bankrupted and lost their homes. Some committed suicide. Many simply refused to pay, alleging that they were deliberately recruited when the existing Names realised that huge losses were inevitable. As far as is known no actual claims were left unpaid but the trail of destruction internally was such that complete failure of the market seemed possible.

But Lloyd's is still very much there and still has its good name in the eyes of outsiders, so clearly the problems were overcome. But at a cost! Many went through considerable pain and the bruises are still there. Read at CPD112 the whole story of how one of the major foundations of our industry arguably came close to destruction.

The password to the Member section of our 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.