



**FROM THE  
INSTITUTE PRESIDENT,  
JAYE KUMAR**

Dear Member,

We come to the end of another year and find ourselves reflecting on the last 12 months.

AICLA has had a busy year with conferences, workshops, various division run education programs and networking events. We agreed to a new long-term delivery agreement with our education partner ANZIIF for the skills unit based Diploma of Loss Adjusting. There was also strong support at the October AGM for the Constitution change regarding membership eligibility. Membership is at a record level and financially, the institute is well placed.

In comparison to previous years, the claims environment has been relatively benign in 2018, with no major events or catastrophes. This may be the calm before the storm with severe weather on the East Coast of Australia over the past few days. From a claims industry perspective, we all hope that 2019 will be a busier year for members.

Congratulations to Narelle Handley, Chair of the Victorian Division, and her Council on what was a very successful awards dinner with over 400 members, insurers, brokers, suppliers and other industry guests. I know many Divisions are already planning activities for 2019 and I urge members to support these events.

I also encourage members to consider attending the Asian Claims Convention, which will be held in Phnom Penh Cambodia on 24-26 April. The program is well advanced

**Best Wishes from  
the AICLA Office**

Tony, Adrian, Ash and  
Clare wish all members and  
their families an enjoyable  
and peaceful Christmas and  
New Year.

and will include leading professionals from the UK, Asia and Australia.

I would like to take this opportunity to thank the AICLA Board Directors and Division Councillors. None of what we achieve as a professional institute would be possible without their ongoing support and commitment.

A special mention goes to Tony Libke, our CEO, and his team Ash, Clare and Adrian, who continue to help AICLA operate as an efficient organisation.

I wish everyone a happy, safe and relaxing festive season with family and friends. I look forward to meeting many of you in 2019.

**Kind regards**

**Jaye Kumar, Chartered Loss Adjuster  
President - AICLA**

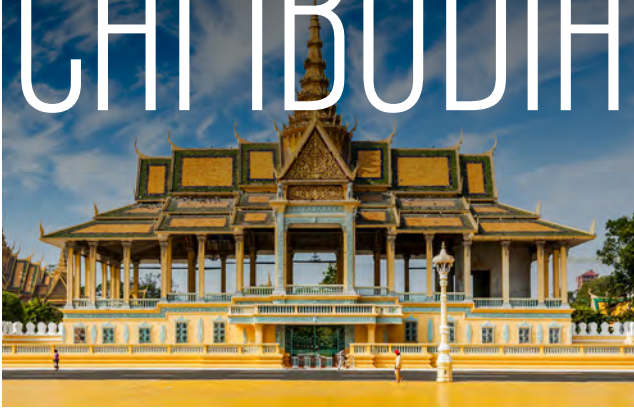
## UPCOMING EVENTS

Members and guests are invited to attend the following events. For further information and to register, please click on the event.

DATE	EVENT	LOCATION	DATE	EVENT	LOCATION
27 Feb 2019	Race Day	Brisbane	21 May 2019	Half-Day Seminar	Brisbane
21 March 2019	Social Drinks	Adelaide	24 May 2019	Conference & Luncheon	Auckland
27 March 2019	Seminar	Brisbane	5 Dec 2019	Awards Gala	Melbourne
24-26 Apr 2019	ACC	Phnom Penh			

## ASIAN CLAIMS CONVENTION 2019

# CAMBODIA



## INNOVATION, DISRUPTION AND FORENSIC ADVANCES IN CLAIMS

The initial registration brochure for the Asian Claims Convention 2019, to be held at the Sofitel Phnom Penh Cambodia on **24, 25, 26 April** is available now – [click here...](#)

The convention is a unique opportunity to network with loss adjusters and other claims professionals from across many countries. The venue is Phnom Penh, an exciting and emerging city which is a four and half hour drive or a short plane flight to Siem Reap, home of the famous Angkor Wat and other historic temples.

The convention will deliver a diverse range of topics including: Current Trends in Fire and Explosion Losses, Cleaning with Light – Laser Innovations, Forensic Investigation Techniques, Crisis Response in Claims, Product Recall Claims, Marine Losses, Cyber – A Global Perspective and Emerging Risks to Prepare For.

The convention offers the following inclusive: **cocktail function, two-day convention and gala dinner**. An attractive discount registration rate is available for members and for bookings of three or more from one organisation.

## ELEVATIONS

For most categories of membership there are multiple pathways for elevation, including Associates of 10 years who have been loss adjusting for 15 years and have completed CPD are eligible for fellowship status.

The criteria for the various classes of membership are set out in the **Qualifications and Rights for Classes of Membership**. If you meet the elevation criteria, please complete an **Application for Elevation** and ensure you complete a **CPD Record Sheet**. The password is **aicla2018**.

## NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

### NEW MEMBERS

Name	Class	Division
Alastair Boyes	Affiliate	Western Australia
Sheng Lin Hsiao	Affiliate	Int. Taiwan
Naoki Bando	Affiliate	Int. Japan
Loke Wai Yeen	Affiliate	Int. Malaysia

### ELEVATIONS

Name	Class	Division
Blythe Ball	Associate	New Zealand
Melanie Richardson	Associate	Queensland
Tan Chong Chee	Fellow	Int. Malaysia
Chi Hung Fong	Fellow	Int. Hong Kong
Nicholas Brackenbury	Fellow	Queensland
Yiau Hwa (Donald) Lim	Associate	Int. Thailand
Adam George	Associate	Western Australia

## SOUTH AUSTRALIA

The SA Division recently held a Training Seminar on the topic of *“Unreasonable, Querulant and Vexatious Self Represented Litigants”* with Dr Grant Lester as the Guest Speaker.

Unfortunately, Mother Nature was not happy with our timing, with Adelaide experiencing a severe storm in the days leading up to the Seminar. As such, the numbers were not as high as originally expected, although still around 50 adjusters, brokers and insurers attended.

The topic and speaker were extremely well received, with many saying they would like to hear more of what the speaker had to offer.

The committee will be arranging further Seminars in 2019, and details will be sent once dates and topics have been confirmed.

Also in 2019, a joint Social Function is being arranged with AILA, with details to be forwarded in the coming weeks. We hope this will lead to a beneficial relationship for members of both AICLA and AILA in South Australia.

*And finally, the SA Committee wishes everyone a Safe and Happy Festive Season!*

## QUEENSLAND

The rescheduled AICLA/WII Charity Race Day will be held on the 27th of February. There are currently less than 20 tickets available for this event, which will be a sellout so to avoid disappointment – [click here...](#) We'd like to acknowledge the major sponsors for the event – Morse Building Consultancy and Advanced Buildings.

Other planned events for Qld are the Breakfast Seminar on 27 March and Half-Day Seminar on 21 May. Further information on these and other events will be advised to members in the new year.



## WESTERN AUSTRALIA

On Friday 14 December WA Division held their annual combined Diary Sponsors, Members and Guests Christmas Function.

Motivational speaker Dwayne Nestor entertained the crowd that included retired members, also welcomed to the event.

Charlie Pryde, one of the retired members, donated a Lloyds Coffee Mug to the Division. The current WA Divisional Chairman is the custodian of the mug throughout their reign.



## VICTORIA

### *Another Record Broken!*

Year after year, the numbers continue to grow. 407 guests, yes that's right, 407 guests attended the 2018 AICLA (Vic) Awards Gala.

This year the ante was upped with moving into the larger Palladium room. With the assistance of the wonderful Lisa at 38 Grace, AICLA Victoria certainly created the yearly event not to be missed.

*"The success of the event shows what committees can achieve together"* and *"Great job to everyone involved"* is just some of the feedback received.

Starting with an opening address by Chair, Narelle Handley and a quick speech by AICLA President, Jaye Kumar, the night kicked off with entertainment by Phoenix - Mentalist.

For the formal part of the evening the winners of the 4th Annual AICLA (Vic) Awards were announced and we congratulate them:

Loss Adjuster of the Year	Angie PulSoni Crawford & Company
Claims Support Person of the Year	Robyn Irvine, Sedgewick
Builder of the Year	Advanced Buildings
Service Provider of the Year	EHS Assess

AICLA (Vic) would like to thank our wonderful Sponsors:

Premier Sponsor	FEN Australia
Platinum Sponsors	Advanced Buildings Benpower Restoration Steamatic
Gold Sponsors	Elements JB Hifi Johns Lyng Group JP Flynn
Silver Sponsors	AACC Bay Building Group Beacon Building Services FMG Engineering Insuraplex Pty Ltd MCS Group Pattersons Insurabuild

The evening finished off with The Baker Boys getting the crowd up dancing and an after party which finished in the early hours of Friday morning!

For photos by @danilord\_photography [click here...](#)

For the event video [click here...](#)

*We certainly look forward to 2019 and would like to wish our members and friends a happy and safe holiday period.*

## SAVE THE DATE!

The 2019 AICLA (Vic) Awards Gala will be  
Thursday 5th December 2019

## NEW SOUTH WALES

On Thursday 13 December 2018, the NSW Division hosted more than 100 members and their guests at their Annual Cocktail Party, with Abril Building Solutions the major sponsor of the evening.

The event was held in the Westpac Long Gallery at the Australian Museum in Sydney, the oldest gallery in Australia's history dating back to 1856, which reopened last year following a \$9m renovation.

Photos from the event can be **viewed here...** by entering *your email address* and the password: **AICLA**

During the evening Ben Neat was pleased to announce that the Division Council has accepted the applications of Nick

Tay of Technical Assessing and Amit Chand of Mclarens to join the Council. We welcome our new Councillors

Door prizes were also awarded throughout the evening, kindly provided by MCS Group, Urban Building Solutions, Envista Forensics, Steamatic, KPH Consulting, Silver Wolf Projects, Imparta Engineers, DW Knox and Sun-Greenaway Builders

We thank our major sponsor Abril Building Solutions and our diary sponsors for their ongoing support throughout the year, and look forward to seeing members at our events planned for early next year.

*The NSW Division Council wish our members a Merry Christmas, best wishes for the holidays and a happy and healthy 2019.*

## ON-LINE CPD

### A MYSTERY STILL NOT SOLVED

It seems that there's no shortage of extremely newsworthy events that rapidly punctuate the trivial fare that the media throw at us daily. One of these has been a real mystery which piques our professional curiosity. Such is the story of MH370.

It seems amazing that in this modern world, when I can find on my smartphone not only the registration number, location, origin, destination, height, speed and even a photograph of the airliner I have just seen pass overhead, and with a few swipes and gestures can then see that now (UK night) the skies over the UK are clear apart from some medical helicopters, yet a Boeing 777 aircraft can completely disappear. This happened in 2014 and there is no doubt that huge sums of money, other resources and much human effort have since been expended in attempting to find the exact reason for the loss. Quite apart from providing some little comfort to the relatives of passengers and crew, the investigation has the essential aim of finding the cause of the disaster. Naturally it is of great interest to insurers to identify safety issues that may convert the possibility of loss from a mere statistic to a certainty.

However, at the time of writing we are no nearer to the solution of the mystery. Theories have not dwelt on the possibility of mechanical breakdown but have oscillated between a terrorist hijacking (no credible claim has been made) or the suicide of a member or members of the crew (early theories canvassed the unusual flight simulator

activities of the captain at home, and recently have addressed his alleged hostility to the Malaysian Government).

Contrary to the instinctive belief that aircraft are tracked by simple ground radar, the detailed information about civil air movements mentioned near the start of this article is provided by instruments transmitting from the aircraft themselves, and it turns out that this particular instrument can be (and was) switched off by flight crew (or intruders) — albeit with some difficulty as this requires much more than the operation of a simple switch — or else had simply failed.

Under these circumstances, it is to be expected that an aircraft would become 'invisible' except for the activities of military primary ground radars. However, there was still an engine-monitoring device transmitting from the plane, apparently unknown to the flight crew or others. Hence the approximation of the crash location. Just recently this supposed location is said to be wide of the mark and a new one has been suggested, so even in the time between writing this and it being read, maybe we shall have some answers at last... The story as it was known in February 2017 is at CPD094.

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](http://www.aicla.org).

If you wish to advertise, please send information to [adminoffice@aicla.org](mailto:adminoffice@aicla.org).

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