



FROM THE INSTITUTE PRESIDENT, JAYE KUMAR

Dear Member,

Having recently attended the Asian Claims Convention in Phnom Penh, Cambodia, I am pleased to report that this has been a very successful event, with a record number of 142 attendees. ACC is unique, in that, it draws a wide range of claims industry professionals including loss adjusters, insurers, re-insurers, brokers, lawyers, consultants and suppliers from a large number of geographic locations. In Cambodia, delegates attended from 12 countries, and were able to share their experiences and insights of how insurance in general and claims in particular are managed in their countries.

The ACC19 presentations over two days were of the highest standard, and the venue, Sofitel Phnom Penh, was outstanding. The convention included a cocktail function and gala dinner which featured musicians and cultural performers. Feedback from attendees was positive and very encouraging. Congratulations to members who attended the convention, I'm sure it was both a valuable learning experience and memorable event. I would encourage members to consider attendance at ACC20, which will be held in Kyoto, Japan on 14-16 April. I know our colleagues at the Loss Adjusters Association of Japan will ensure an event not to be missed.

I am currently travelling with our CEO, Tony Libke, and International Division Chair, Andrew Khoo, and meeting with members and others in Bangkok, Kuala Lumpur, Hong Kong, Jakarta and Singapore. More information regarding these meetings will be in the LA News May issue.

In early May the AICLA Board meets in Melbourne, and a number of major issues will be discussed including the transition of the current Diploma of Loss Adjusting course material to skills-based units, more equitable subscription arrangements for members in Asia, and representation to ASIC surrounding the regulatory framework for loss adjusters in Australia. Feedback from members to the submission by AICLA to Treasury regarding the licensing

arrangements has been positive, and AICLA will continue to advocate to the regulator, Australian Securities and Investments Commission, for appropriate standards for those providing claims advice.

Please mark your diaries for CC19, which will be held at the Four Seasons Sydney on 24 September 2019. This is the major claims event in Australasia, with up to 300 attendees. The CC19 program is developing and the theme will be "Disasters, Disruption & Regulation", all of which are very relevant in today's environment.

I commend the AICLA website as a valuable resource for members and others interested in AICLA. The Events page is a great way to keep abreast of activities across all divisions of the institute. Also, CPD online now has over 100 articles available to members. Access to these articles and quizzes is via the password aicla2018. Thank you to Alan Ford, who keeps the CPD resources updated.

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
2 May	President's Visit	Hong Kong
3 May	President's Visit	Jakarta
6 May	President's Visit	Singapore
9 May	Social Drinks	Melbourne
16 May	Training Session	Perth
21 May	Claims Conference	Brisbane
24 May	Conference & Luncheon	Auckland
26 July	Luncheon	Sydney
24 September	Claims Convention	Sydney
15 Nov	Luncheon	Brisbane
5 Dec	Awards Gala	Melbourne

AICLA/ANZIIF

CC19 Claims Convention

The joint AICLA/ANZIIF Claims Convention will be held at the Four Seasons Hotel Sydney on **Tuesday, 24 September 2019.**

This will be the 13th Claims Convention and the theme of the convention is **“Disasters, Disruption & Regulation”.**

The organising committee is currently working on a high quality, diverse program for the convention.

INSURANCE INDUSTRY AWARDS

ANZIIF has advised that the Australian Insurance Industry Awards are open for submissions until the 6th of May.

Click here for the award categories and submission criteria guide.

CAREY BIRD SCHOLARSHIP

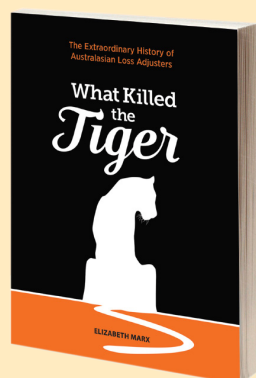
The Carey Bird Scholarship for 2019 is now open for entries. AICLA members are encouraged to enter for this major award, which recognises a loss adjuster by way of a written submission covering a practical claim's scenario.

The closing date for the award is **30 June**. For full details please **click here...**

WHAT KILLED THE TIGER

Copies of the book, *What Killed the Tiger: the Extraordinary History of Australasian Loss Adjusters* are available.

If you have not already ordered a copy please **click here...** for the order form.



NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Cheung Hok Shi	Affiliate	Int. Hong Kong
Robert Dang	Provisional	Victoria

ELEVATIONS

Name	Class	Division
Jit Hou Song	Fellow	Int. Malaysia
Pongsagorn Lapwattanamongkol	Associate	Int. Thailand
Tim Menday	Associate	New Zealand

INTERNATIONAL

Over 35 members of the insurance claims fraternity and friends attended a networking evening called **“Connect and Re-Connect”** organised by the Australasian Institute of Chartered Loss Adjusters (AICLA) - Singapore Chapter and supported by the Loss Adjusters Association Singapore (LAAS.)

The event was held on 27 March at a unique venue - **The Penny Black Victorian London Pub** located at Boat Quay, Singapore.

AICLA Councilor for Singapore, **Pooba Mahalingam** (Director, Talent Asia Training and Consulting) welcomed all attendees to the event. He stated that members and industry friends were invited to join this evening with a plan to “connect and re-connect” with colleagues, ex-colleagues and business partners while having a good time.

Guest speaker, **Mr K Anparasan** (Managing Director of a well-established legal firm in Singapore, White Fern) presented on “The Loss Adjuster: A Defense Lawyer's Best Friend”. His presentation was well received and there were healthy exchanges during the Q & A session.

LAAS President, **Mr Chan Ping Siew** (Associate Director, McLaren Singapore) spoke briefly and presented a token of appreciation to Mr Anparasan. The evening continued with drinks and some light food.

Mr Bruce Swales, Managing Director of Envista Forensics (who sponsored the drinks at the event) was invited to say a few words.

The evening ended with many happy faces and objectives of the event been met by the organiser.

Click here for photos of the event.

FIRE PRECAUTIONS, DETECTION AND EXTINGUISHMENT

Leaving aside widespread catastrophe losses caused by violent weather events (discussed in our paper at CPD117 on Climate Change), another of the major types of loss that our members deal with is of course that caused by fire, whether it be a domestic home or a major factory complex. Such events are often total losses.

Climate change risk and loss can only be minimised by a combination of long-term measures and immediate first aid action as well as better selection of risk in the first place (not only by insurers but by insureds — such as when a site for a home or business is selected). A great deal more in the way of risk and loss minimisation can be achieved when it comes to fire.

Perhaps the most striking and at the same time obvious aspect to unwanted fire is that it is nearly always very small in extent when it starts and it follows naturally that this is the time to detect it and quell it! But even before that, attention to the construction of buildings and the materials used in them, as well as the materials stored in them is a major factor. Building construction codes in use in most countries address this, though with varying degrees of success. For example, it remains a mystery why all this time after the tragic Grenfell fire in the UK (See CPD105) the same cladding material is still in use!

Then there is the question of fire detection. Again ordinances in various countries dictate the precautions that should be taken in relation to

various special risks, including commercial premises where hazardous materials are used or stored, buildings with a number of temporarily or permanently handicapped people present, such as hospitals, nursing homes and the like.

Such precautions are very often associated with extinguishment systems, as typified by factory sprinkler installations triggered by local hot spots, or alarms triggered by such devices as very early warning smoke detectors.

Especially in winter, a number of domestic total losses occur every year, many involving fatalities. Often they are due to the human element — always the hardest thing to control. The well-known and lifesaving ceiling-mounted smoke detector can be very effective... but only if the battery is renewed correctly (there have been cases when this was removed completely to avoid false alarms from eg cooking or smoking!). Equally, smoking in bed is likely to quickly cause combustion and render the occupant badly affected by smoke before such an alarm is signalled — when it may be too late.

We discuss the subject of fire and its various remedies in one of our fairly early papers at CPD048, and Bushfire at CPD031.

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.