



## FROM THE INSTITUTE PRESIDENT, JAYE KUMAR

Dear Member,

The entry of Insuretech and use of Artificial Intelligence (AI) in insurance claims processing is still in its infancy and the pace of change may be relatively slow but is inevitable. AI will become a facet of claims handling in the very near future.

One Insurer is already processing claims using algorithms, to determine if a claim lodged via a mobile device app, is acceptable and fraud is not detected. The whole decision process takes place via an interactive Chatbot with decisions made using algorithms of previous claims data and history. Settlement decision takes minutes with no human intervention. What was conceptual only 10 years ago and for some “not in our life time” idea is becoming a reality.

It is expected that noncomplex, attritional claims will be handled using AI but more complex and high value claims that can have commercial consequences for wrong decisions being made, would still require human interaction. We live in dynamically changing times.

AICLA has signed a renewed MOU with the Insurance Institute of Asia Pacific (IIAP) of the Philippines for the delivery of the Claims Technicians Course (CTC) for a further three years. The CTC has been successfully conducted in Singapore, Malaysia, Thailand and will soon be available in Myanmar.

The recent AICLA/ANZIIF Claims Convention held in Sydney was successful, with over 270 attendees. The full day conference and gala dinner were well supported by members, insurers, brokers, suppliers and other claims industry professionals. Thank you and congratulations to all those who participated in organising and attending the event. At the convention dinner, I was pleased to announce that the winner of the **2019 Carey Bird Scholarship was Jenny Stairmand from Godfrey & Company New Zealand.**

While Jenny was not able to attend the dinner, she emailed advising how pleased and honoured she was to receive the award. Also, prize winners in the Diploma of Loss Adjusting were on hand, (please see details on the following page).

**Congratulations to Christine Ferguson, Neil Ackerman and Melanie Richardson.**

The Education and Directors’ Meetings will be held in Perth in October. The AGM will follow the Directors’ Meeting on 24 October. A Notice of the AGM and copy of the Annual Report for 2018/19 will be forwarded to members in the next few days. Also, a cocktail function for members will follow the AGM, and registration is available via Upcoming Events.

Preparations for ACC20 in Kyoto, Japan on 14-16 April are well underway and we expect that the convention will be well attended and supported. I am pleased that, with strong early sponsor support, the registration cost for the convention will be at an attractive rate. The initial registration brochure will be forwarded to members in the near future.

**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
9 October	High Tea	Melbourne
11 October	Luncheon	Adelaide
16 October	Race Day	Brisbane
24 October	AGM & Cocktail Function	Perth
7-8 Nov	Workshop	Kuala Lumpur
14 Nov	Seminar	Perth
15 Nov	Luncheon	Brisbane
5 Dec	Awards Gala	Melbourne
14-16 April	ACC	Kyoto

# ACC20 KYOTO JAPAN 14-15-16 APRIL 2020 GRAND PRINCE KYOTO

The 2020 Asian Claims Convention will be held on **14, 15, 16 April in Kyoto, Japan**. Registrations for the event will open shortly. Sponsorship support has been strong, with the following Gold Sponsors secured: **Steamatic, Approved Group International, Forensic Services, Envista Forensics, Belfor, Burgoynes and Hawkins.**

The hotel will be the Grand Prince Kyoto, and an organising committee is developing the program for the event. A post-convention tour of Kyoto will be part of the event.

## AGM

The Notice for the Annual General Meeting, President's and Operations Reports, and Audited Financial Accounts will be forwarded to members in the next few days. The AGM will be held at The Holiday Inn Perth on Wednesday 24 October, and will be followed by a cocktail function for members. Please register via the *Upcoming Events* link. All members are eligible to attend the AGM in person or complete a proxy.

## QUEENSLAND

The **AICLA/WII Charity Race Day**, to be held on Wednesday 16 October at Doomben Racecourse, is a sellout. We thank members, sponsors and others who have continued to support this popular event.

The final event for the year will be the **Annual Luncheon**, to be held at Tattersall's Club Brisbane on Friday 15 November. This is always a great occasion for members, retired members, sponsors, insurers and others associated with the industry to come together for a social event. The luncheon speaker this year will be former international cricketer Michael Kasprovicz. **To register click here...**

## CLAIMS CONVENTION 2019

The 13th AICLA/ANZIIF Claims Convention was held recently at the Four Seasons Sydney. The theme of the convention was *"Disasters, Disruption & Regulation"*, and featured a diverse range of speakers and topics. Total attendees for the event was 278, and there was good support by loss adjusters and other industry participants. The convention dinner featured academic awards to AICLA members for studies in the Diploma of Loss Adjusting.

**Congratulations to the winners:**

**The Diploma of Loss Adjusting Prize**

– Christine Ferguson (Crawford & Company WA)

**Charles Buchanan Prize**

– Neil Ackerman (Crawford & Company QLD)

**Syd McDonald Young Adjuster Prize**

– Melanie Richardson (Sedgwick QLD).



**For further photos click here...**

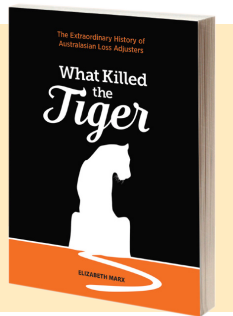
## INTERNATIONAL

A two-day joint AICLA/MII workshop will be held on 7 & 8 November in Kuala Lumpur, Malaysia. This technical workshop will cover Construction Risk & Insurance, Including Advanced Loss of Profit. Members and guests are invited to attend this interactive workshop, which is aimed at the intermediate level for insurance professionals.

[Click here for the registration brochure.](#)

### WHAT KILLED THE TIGER

[Click here](#) to order your copy of *What Killed the Tiger: the Extraordinary History of Australasian Loss Adjusters*



## NEW AND ELEVATED MEMBERS

**Congratulations to the following new and recently elevated members:**

### NEW MEMBERS

Name	Class	Division
Aneta Chlond	Affiliate	Victoria
John Cupitt	Affiliate	Queensland
Dennis Christie	Affiliate	New South Wales
Linh Nguyen	Affiliate	New South Wales
Elio Simeone	Provisional	South Australia

### ELEVATIONS

Name	Class	Division
Ben Wilson	Affiliate	South Australia
Jason Khor Kok Pin	Associate	Int. Singapore
Tan Meng Yuan	Associate	Int. Singapore
Jon Hill	Fellow	New South Wales

## ON-LINE CPD

### LIFESAVING MEDICAL TECHNOLOGIES

As part of our online CPD system, we often explore aspects of technology, since its constant development is relevant to the working and private lives of every person on the planet. Immediately relevant to our members is that insurance — both at the risk taking and underwriting phase as well as the loss adjustment phase — is impacted.

In contrast to many technical discoveries, in our paper at CPD124 we take an in-depth look at a realm that has existed through the ages, that of medical technology. Its continuing advance now makes extensive use of electronics and computing power, as nearly every endeavour does today, but like many things it has ancient roots.

It is of course an ingrained human instinct to want to stay alive, with a closely related one being the wish to avoid pain, and it is not surprising that early civilisations quickly developed such facilities as anaesthetics — probably as far back as 2000 BCE — and their development in much later years to such everyday tasks as dentistry.

In our paper we also touch on the development of the hypodermic syringe, the much simpler development of the humble stethoscope, the autoclave, and the welcome intrusion of endoscopes... More modern devices and procedures include the cardiac pacemaker, the defibrillator, the angiogram and the stent, the wide range of imaging

devices — both X-ray and ultrasound related — as well as the hugely expensive MRI machine, with its noisy and powerful pulsating electromagnet.

And of course we also consider the laparoscope (keyhole surgery) where the aim is to create minimal general disruption to the patient, in particular to avoid the exposure to infection otherwise inherent in major procedures. Such a paper would not be complete without examining the prospect of more widespread robotic surgery. At present such surgery is performed by the surgeon, albeit remotely — if only metres — from the patient. How close are we to truly robotic procedures where the surgeon is not only assisted but might be replaced? Such a final step in development seems unlikely to say the least, and it would not be welcomed by this patient!

To get an appreciation of the development of medical technology and some of the wide range of devices and techniques, and to discover the relevance of the quill (!) take a look at our paper.

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.