



**FROM THE
INSTITUTE PRESIDENT,
JAYE KUMAR**

Dear Member,

It has been a devastating summer to date in Australia, with unprecedented bushfires burning uncontrolled for a sustained period in many States. Data available from the Insurance Council of Australia indicates insurance losses are in excess of \$2 billion, with over 23,000 claims lodged to date. There has been enormous losses to flora and fauna which will take many years to recover. The bushfires have impacted an estimated 10 million hectares, and destroyed more than 2,500 homes. The fires were only extinguished following widespread rain which fell in regions which have been suffering from years of drought. In many areas, creeks and rivers are flowing, and dams are filling for the first time in years, much to the relief of farmers and country communities. During these unprecedented events, loss adjusters have been at the forefront of the response, assisting individuals and businesses in their recovery efforts. I would also like to acknowledge our members in Indonesia who have also been heavily occupied with the extensive floods that occurred in Jakarta in early January.

Last week we released the updated ACC20 brochure, which included details of speakers and topics. The program features leading professionals from Japan, Singapore, UK, Malaysia and Australia, presenting on a wide range of important topics. With the rapidly escalating spread of Coronavirus, the ACC20 Committee will be holding a meeting within the next week to review the convention planning and examine options. These are uncertain times, and we will be seeking advice from medical experts, our partners – the Loss Adjusting Association of Japan, and others. We will update members on ACC20 in the near future.

Our CEO, Tony Libke, and I held a telephone meeting in late December with representatives from Treasury and ASIC to discuss the proposed draft bill and exposure explanatory material for licensing and regulation for those involved in the handling and settlement of insurance claims. The

meeting was positive and enabled us to raise a number of questions in respect of the draft documents. In those discussions it became clear that the role of loss adjusters will be that of Authorised Representatives, with licensees being insurers. This is consistent with our view of the role of loss adjusters. We also believe that the legislation will only require builders and other contractors to be Authorised Representatives when they provide claims advice. Therefore, builders and others who provide fulfilment services will not be required to be Authorised Representatives unless they involve themselves in providing advice in respect of handling or settlement of a claim under an insurance policy. We are currently awaiting the final draft legislation, which is expected to be introduced to the Parliament shortly. The proposed implementation date for the legislation is 1 July, and includes a six month transition for all relevant parties to be licensed by 31 December 2020. It is AICLA's view that without minimum standards the benchmark for ARs is not sufficiently established. AICLA advised Treasury and ASIC that we believe minimum standards should form part of the ASIC regulations that support the legislation. In this regard, AICLA has offered to work with ASIC post introduction of the legislation to help develop minimum standards for claims professionals. This is an important matter, and will have a profound impact on the claims environment in Australia.

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
12 March	Panel Discussion	Melbourne
25 March	Seminar	Brisbane
14-16 April	ACC20	Kyoto
22 May	Luncheon	Auckland
3 June	Conference	Brisbane
9 September	CC20	Sydney

ACC20 KYOTO JAPAN

14-15-16 APRIL 2020
GRAND PRINCE KYOTO

A registration brochure for the Asian Claims Convention 2020, to be held at **The Grand Prince Hotel Kyoto** on **14-15-16 April 2020** is available now – [click here...](#)

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 3 or more from one organisation. An optional full day cultural guided tour of Kyoto will be held on Friday 17 April.

We will continue to monitor the situation regarding Coronavirus based on medical experts and other advice.

WESTERN AUSTRALIA

A breakfast training session was held on 20 February, and featured Senior Sergeant Paul Fallon from WA Police Service. The event was well supported, with over 60 members and guests in attendance. Paul presented on “Questioning and Investigation Techniques to Determine the Circumstances/Facts of a Situation, and Reading Peoples Body Language”.



INTERNATIONAL

The annual visit to countries in Asia by the President, CEO and International Division Chair is planned to be held in July or August. Further details of the visit will be circulated to members at a later date.

Congratulations to Jose (Joey) Dalanon on appointment as the AICLA Representative in the Philippines.

The international Division continues to grow, and appreciates the contribution by volunteer members in many countries.

QUEENSLAND

The first QLD Division breakfast seminar for 2020 was held on 26 February. The event was well supported, with Dr Martin Miller (Crawford & Company) speaking on the topic *BI Impacts Regarding Bushfires and Coronavirus, with a focus on Prevention of Access vs Loss of Attraction Cover*. We would like to thank the breakfast sponsor, Intebuild.



Queensland has two further educational events planned – a breakfast seminar on 25 March and the half-day Queensland Claims Conference on 3 June. Further details for these two events will be circulated to members and appear on the AICLA website in the near future.

Other popular activities including the Trivia Event, Charity Race Day and End of Year Luncheon are planned for later in the year.

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Alisha McDonald	Affiliate	Queensland
Travis Hoare	Affiliate	Queensland
Sumeet Bhardwaj	Provisional	Queensland
Lee Sing Yong	Provisional	Int. Singapore
David Connell	Associate	South Australia
Kenneth McCormack	Provisional	Victoria

ELEVATIONS

Name	Class	Division
Loke Wai Yeen	Associate	Int. Malaysia
Lebnan El Hajj	Associate	New South Wales
Christopher Norman	Associate	New South Wales
Samuel So Chee Seng	Fellow	Int. Myanmar

ON-LINE CPD

INSURANCE FRAUD BUREAU NEW ZEALAND WHITE PAPER

In our recent papers, we have alluded to the necessity to treat claimants with empathy. Tied up with that is the importance of not immediately assuming fraud just because there may be an 'indicator', such as difficulty in supplying information, or unease when being questioned. Although bread and butter and routine to us, to the claimant a claim is often a time of great stress, which can impact on those two examples. We have also pointed out that an accusation or implication of fraud is a serious matter. If unjust it can have grave repercussions for the adjuster, the particular insurer and even the industry as a whole. Neither the media, politicians nor social networks are backward in coming forward to attack the insurance industry.

The other side of the coin is that insurance fraud is real and a serious problem that all in the industry need to be alert for. There are some members of the public who consider it reasonable that 'they' (the greedy insurers) should pay over the odds. The character boasting in the pub about how he pulled the wool over his insurer's eyes is usually heard with glee, the listeners not thinking for a moment that he has contributed to their premium rises.

By definition, insurance fraud is a crime, and it is certainly not victimless. The Insurance Fraud Bureau of Australia reported that in 2017 there were \$280 million in fraudulent claims that were detected that year — note that is only the amount detected. By 2018, it was estimated that this type of fraud had a total cost to the economy of \$2.2 billion per year. In an earlier year it had been estimated by the Insurance Council of Australia that fraud was responsible for approximately 10% of all premiums paid.

On 3 September 2019, the Insurance Fraud Bureau New Zealand issued a comprehensive white paper addressing this serious matter. As they point out, it has been a regrettable element in insurance since its very beginning. IFBNZ rightly bemoan the fact that the offence seems to attract little judicial odium considering its costs to society. In that regard it could be said that any type of fraud is more blameworthy than those public violent alcohol induced events that cause human mayhem but — apart from domestic violence of course, usually long term — are usually spur of the moment offences. On the other hand, fraud is usually deliberately planned and thus in the view of some, worse, although the visible effects are not nearly so dramatic.

The white paper analyses insurance fraud, motivations of the offender and considers 'hard' and 'soft' fraud separately. It also considers criminologist Dr Cressy's fraud triangle hypothesis, and even the classic Maslow Hierarchy of Needs. The value of the ICNZ Insurance Claims Register, started in 1999, is espoused, as serious fraudsters tend to move insurers, sometimes as a result of being denied further cover in view of the offence. As mentioned, in Australia there is The Insurance Fraud Bureau of Australia.

With the kind co-operation of the Insurance Council of New Zealand and with the kind permission of the Insurance Fraud Bureau New Zealand, we have reproduced the IFBNZ Whitepaper at CPD128.



LIABILITY LOSS ADJUSTER – MELBOURNE

YDR Chartered Loss Adjusters is an independently owned firm who provide claims assessing services to Australian and International principals. Established in 1992, YDR employs multi-qualified adjusters to provide prompt and technically accurate reports on large and complex claims.

Due to *outstanding and sustained growth* in Victoria and nationwide, we are seeking a qualified and experienced Liability Loss Adjuster to join our Melbourne team.

The role will involve maintaining a portfolio of complex liability claims across a variety of insurers. The opportunity exists to work on a broad spectrum of liability claims including Personal Injury, Professional Indemnity, Product Recall, Product Liability, Third Party Damage and Contract Works claims.

You will be expected to have ANZIIF/AICLA qualifications or be willing to work towards same. Applicants with tertiary degree in Law, Accounting, Business, Engineering or Sciences will be well regarded. Your remuneration package is negotiable based on your experience and qualifications.

YDR prides itself on being a unified group of professionals with a focus on providing a quality product for our clients. Our structure enables qualified and experienced adjusters to be remunerated at or above market rates whilst maintaining a sustainable work life balance.

For further information please visit our website www.ydr.net.au or contact Blake Knutson at 08 8201 8444

Applications will be treated in strictest confidence.

Please direct same to bknutson@ydr.net.au

Position description is available upon request.



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.