



FROM THE INSTITUTE PRESIDENT, JAYE KUMAR

Dear Member,

As we navigate through these never before encountered times and hope that we will never be here again, it is clear that New Zealand, Australia and Asian countries have, to date, more effectively contained the spread of Covid-19 than Europe, USA and South America. The medical crisis has paralysed business operations in many countries and has resulted in a worldwide economic recession. As we start to lift restrictions in many countries, it is becoming clear that some businesses will not survive the downturn, and others will take many years to recover. Fortunately, our profession has weathered the crisis relatively well and new work practises have been adopted by the profession utilising technology to a much greater degree.

The AICLA Board recently met using MS Teams, with involvement by Directors from throughout Australia, New Zealand and Malaysia. Technology available made face to face contact possible. Some of the matters covered at the meeting included the provision of training and seminars for loss adjusters via webinars, the regulatory regime for loss adjusters in Australia, the new ICA Code of Practice, website upgrades, progress on the transition of the Diploma modules to skills units. It was noted that membership of the institute was currently at record levels, standing at 953. Division Councils are meeting via electronic means, and guidelines will be supplied to Divisions to enable them to conduct Division AGMs electronically. The meeting, following a presentation by the Victorian Division, approved in-principle to invest in a mobile app containing not only information available on the website but also other helpful member resources.

I would like to congratulate the AICLA prize winners, whose names appear below, for their outstanding efforts in studies in the ANZIIF Diploma of Loss Adjusting during 2019.

Members in Australia are required to comply with provisions in the ICA Code of Practice. A revised Code of Practice was released in January 2020, and those provisions relating to vulnerable persons and hardship need to be adopted by 1 July 2020. AICLA is arranging for an Information Guide for Loss Adjusters. This document will be available shortly and will outline how the new COP provisions impact on loss adjusters and the responsibilities loss adjusters will have when dealing with vulnerable claimants. As soon as this information guide is available, it will be emailed to members.

I encourage members to consider entering for the 2020 Carey Bird Scholarship. Details of the claim scenario and other requirements are outlined in the below link.

With many members working from home, there may be greater opportunity to undertake CPD papers online. There are now some 128 CPD papers and quizzes available on the AICLA website thanks to the great work by Alan Ford. Access to the papers is via the member only

area of the website www.aicla.org, and the password is **aicla2018**. If you have any topic you would like Alan to research and develop a CPD paper, please contact Tony Libke at adminoffice@aicla.org.

Kind regards

Jaye Kumar, Chartered Loss Adjuster

President – AICLA

UPCOMING EVENTS

Members and guests are invited to attend the following events. Further information will be provided in due course.

DATE	EVENT	LOCATION
13 November 2020	Luncheon	Brisbane
10 December 2020	Awards Night	Melbourne
15-17 March 2021	Claims Convention	Kyoto

DIVISION ACTIVITIES

The following directive continues to apply regarding AICLA activities: With the rapid spread of COVID-19 infection and the growing uncertainty surrounding health risks within the wider community, it is advised that all non-essential AICLA activities including workshops, seminars etc. should be suspended.

Divisions are currently exploring opportunities to conduct activities via webinars etc, and further information will be made available shortly.

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Dave Andrews	Provisional	Victoria
Ralph Ezzy	Affiliate	New South Wales

ELEVATIONS

Name	Class	Division
Brendan Breen	Affiliate	New South Wales

MEMBERS ONLY AREA ACCESS

Members are reminded that access to CPD online papers and other restricted information is available on the AICLA website 'member section' via the password **aicla2018**.

SUBSCRIBE TO LA NEWS

In addition to members receiving LA News, there is almost 600 other insurance industry personnel who subscribe to LA News. These subscribers include insurers, claims managers, brokers, industry suppliers and others. If you are aware of anyone who may wish to receive LA News, they can do so by **registering here...**



CAREY BIRD SCHOLARSHIP

This is a reminder that the closing date is 31 July for the Carey Bird Scholarship. 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 scenario.

The prize is a framed certificate and **either**:

1. Attendance at the Claims Convention (Sydney) or the Asian Claims Convention with the winner free to select, plus airfares (economy), accommodation, meals and out of pocket expenses associated with attendance at the convention; or
2. A cash payment of AUD\$3,000.

For full details please [click here...](#)

PRIZE WINNERS

Congratulations to the following AICLA prize winners on their awards in respect of studies in 2019 in the Diploma of Loss Adjusting course. Enrolments in the diploma course continue at high levels, making it is a great achievement by the prize winners. Details of criteria for the awards are [available here...](#)

Loss Adjusting Diploma Prize:

Naaz Mohamed Mohamed Yousof, A-PAC Investigation Solutions, Singapore

Charles Buchanan Prize:

Nathan Baran, McLarens, QLD and Pongsagorn Lapwattanamongkol, GATS, Thailand

Syd McDonald Young Adjuster Prize:

Gabriel Ho, Crawford & Company, NSW

Ted Cooper Prize (WA):

Paul Martelli, Charles Taylor Adjusting, WA

Brian Geraghty Prize (QLD):

Nathan Baran, McLarens, QLD

New Zealand Division Council Prize:

Maureen Fielding, Crawford & Company, NZ

WHAT KILLED THE TIGER

Copies of the book '*What Killed the Tiger: the Extraordinary History of Australasian Loss Adjusters*' are available, and if you have not already ordered a copy please [click here](#) for the order form.



ON-LINE CPD

Most members who manage to make the time and can easily get about, really enjoy attending seminars and conferences, including the excellent events organised by your Institute. Probably the main part of the value of such events is of course in the presentations themselves, often enhanced by illuminating questions from the audience. But the other valuable and satisfying part of the process is meeting with like-minded — and sometimes not like-minded! — people, and exchanging views. Ours can be a very insular world and sometimes human conflicts and pressures are borne alone — which is less than desirable. Meeting old friends at events and staying in touch can be a comfort when the pressures are great. This is one of the benefits of social events as well.

But what now? At the time of writing seminars and other events are cancelled, and the future is uncertain. By the time this is read there may be some relaxation, but a full-blown seminar seems distinctly unlikely in the foreseeable future. What will happen when social distancing rules begin to be relaxed? Will there be a second or third spike in contagion, necessitating even stricter rules before vaccination becomes available? Could meetings and conferences start again and then have to be abruptly cancelled? The wider consideration is the essential balance of safety versus the economy, and in the words of industry stalwart George Lane when faced with an impossible problem — which he always solved in the end — 'It's a bit of a worry...'

Fortunately, there are other ways to expand or enhance your knowledge of matters directly pertinent to loss adjustment — and other topics which have less direct but valuable insights, while at the same time contributing to those CPD points. One of these is our on-line Continuing Professional Development program. This has now been running for about ten years. We now have 128 papers for you to choose from, with topics ranging across the field of insurance, as well as relevant technology and summaries of landmark events. Most papers have quick quizzes. We add a new paper each month.

We also update papers when necessary. One of these is at CPD002 (one of our earliest papers) where we feature the latest version of the New Zealand Fair Insurance Code, effective from April this year. Members will find comparison of this code with the Australian Code of Practice interesting. New Zealand is even less inclined to institute legal action than Australia, and as most adjusters quickly realise legal action is very much the last resort and is to be avoided if at all possible. Adherence to whichever Code applies in your Country is a good start!

At a late stage in preparation is a comprehensive account of the most severe nuclear accidents in history (to date!) and that is the Chernobyl explosion and fire of 1986. At a time when the nuclear option is again starting to be discussed, we would all do well to consider the downside of nuclear power generation, even if it is to reassure ourselves that technology has improved to the stage where a repeat of such an event is impossible.

All our papers are available via the Members' section of the Institute website.



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.