



FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

The past two Directors' Meetings were held virtually due to the ongoing pandemic. I am pleased to advise that on 26 and 27 May we conducted a Directors' Meeting and Education Meeting, with some attendees in person. Due to travel restrictions and snap lockdowns a number of Directors attended virtually, however both meetings were very successful and it was good to have a sense of normality compared to the predominantly virtual world we have all been living in. The meetings allowed us to discuss a broad range of relevant topics, which included the licensing arrangements for loss adjusters and other service providers in the insurance industry in Australia and the new education training package for loss adjusters. A review of our Constitution, disciplinary procedures, membership application arrangements and a simplified logo for use by members have been put forward as special projects for the next six months to ensure that we remain relevant and up to date with industry best practices.

Members will have noticed that AICLA has been providing informative guidelines, recently distributed, with regards to the updated Code of Practice as well as the licensing guidelines for loss adjusters in Australia. The guidelines for licensing were produced in conjunction with DLA Piper lawyers and gave practical advice with a range of scenarios to enable adjusters to better understand the circumstances where a license may be required. Unfortunately, there were some scenarios which we are unable to categorically give an opinion on, and the advice from DLA Piper and guidance from ASIC is if in doubt seek your own legal opinion, which may recommend a license be sought.

We are working with ANZIIF to provide updates with regards to the new Diploma of Loss Adjusting skills-based course, which comes into force in February 2022. ANZIIF is preparing transitional information for students partway through the Diploma to give a better understanding of the arrangements where existing modules have been completed. The objective is that students partway through the current Diploma course should not be disadvantaged. AICLA will also provide regular updates to our members in the coming months.

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 2020.

Planning for the Sydney Claims Convention to be held on 9 September is well advanced, with the theme of the conference Claims Meeting the Challenges – Pandemic, Disasters, Regulations & Technology Changes. We have secured some notable key speakers

including Shane Fitzsimmons (Commissioner, Resilience NSW), John Price (Lead Insurance Ombudsman, AFCA) and Andrew Hall (CEO, ICA). Some topics for the convention include Update from AFCA on Trends in Insurance Claims, Business Interruption Claims in a Pandemic, and Australian Summer of Devastating Bushfires. It is anticipated that this event will be in high demand as it will be our first convention since 2019. The Platinum Sponsor for CC21 is NearMap, and Gold Sponsors are Johns Lyng Group and Advanced Buildings.

The NSW Division held their annual luncheon at 12-Micron with 200 guests in attendance. The venue was a change from the traditional Royal Sydney Yacht Squadron and proved to be a huge success. It was great to see so many familiar faces, and the attendees certainly enjoyed themselves, being entertained by ex-cricketer and current television and radio commentator, Kerry O'Keefe.

Thanks go to the NSW Committee for arranging this event, and we look forward to more educational and social activities from the NSW Division in the coming months.

As always, there are events planned by Divisions, and it was encouraging to hear the plans for the rest of the year being discussed at the Directors' Meeting. Upcoming events are detailed below and tickets will be available on the AICLA website. I commend all Divisions for arranging member activities in these challenging times.

Kind regards

**Glyn Lloyd, Chartered Loss Adjuster
President – AICLA**



**ABOVE Glyn Lloyd and NSW
Division Chair Joanna Lacorcchia**

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
16 June	Claims Conference	Brisbane
17 June	Networking Drinks	Adelaide
13 August	Trivia & AGM	Brisbane
9 September	Claims Convention	Sydney
6 October	Charity Race Day	Brisbane
12 November	Luncheon	Brisbane

PRIZE WINNERS 2021

LOSS ADJUSTING DIPLOMA PRIZE:
Ernest Khong, McLarens, Singapore

CHARLES BUCHANAN PRIZE:
Nathan Baran, McLarens, VIC

SYD MCDONALD YOUNG ADJUSTER PRIZE:
Ernest Khong, McLarens, Singapore

BRIAN GERAGHTY PRIZE (QLD):
Michael de Bruyn, Sedgwick, QLD

NEW ZEALAND DIVISION COUNCIL PRIZE:
Jonathan Stagg, McLarens, NZ

BOB RICHARDS AWARD (VIC):
Winner will be announced at the AICLA (Vic) Awards Dinner

CODE OF PRACTICE GUIDE

The ICA revised Code of Practice comes into effect on 1 July 2021, and AICLA has produced a *COP Guide for Members in Australia*. Members, under the AICLA Charter of Objects and Professional Conduct, are required to comply with the COP.

GUIDELINES FOR REGULATION

Claims handing and settling is now a financial service in Australia following recent legislative changes. AICLA in conjunction with lawyers DLA Piper have developed *guidelines for six scenarios where members may be engaged in a claim*. The guidelines are intended to provide a high-level overview of claims as a financial service. Members should understand how the reforms apply to their business, and may need to seek specific professional legal advice for their circumstances.

QUEENSLAND

The **Queensland Claims Conference** will be held on Wednesday 16 June at the Pullman Brisbane King George Square. QCC has proved popular previously and we anticipate over 130 attendees at the event.

Other events planned for later in the year are the Trivia Event (13 August), Charity Race Day (6 October) and End of Year Luncheon (12 November).

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

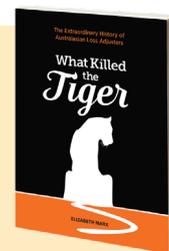
Name	Class	Division
Dave Bevin	Affiliate	NZ
Alan Bryant	Provisional	NZ
Jane Amling	Provisional	Vic
Alex Wong	Affiliate	Int. Singapore
Nana Anshu-Yeboah	Provisional	NSW

ELEVATIONS

Name	Class	Division
Georgina Doneley	Affiliate	QLD
Lai Tin Yau Timothy	Affiliate	Int. Hong Kong
Navin Vasan	Associate	Int. Singapore
John Burmeister	Associate	Vic
Kym Barnett	Associate	SA
Zoe Young	Affiliate	QLD
Jennie Ashbrooke	Affiliate	NSW

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.



ONLINE CPD

Inevitably, many people are tiring of endless Covid-19 coverage on the daily news, but as any pandemic has an inevitable impact on the insurance claims scene — both via directly through actual claims and indirectly through distortions to business patterns — it would be remiss of us not to address the subject at all, so we discuss the issue in some detail in our on-line CPD paper CPD144.

Pandemics are by no means new. Great swathes of the world's population have been wiped out by them over the centuries, the exact number — or even a fair estimate — being unknown, first of course because in the earliest days of humankind records were not kept and only ancient artefacts suggest widespread disease; later because early historical records were haphazard. In those days, humans were ill equipped to deal with these disasters although a form of social distancing and even mask wearing was often attempted.

The current state of affairs with the Covid-19 pandemic now appears to be encouraging in our region, with infections and deaths in low figures and vaccination underway. Elsewhere, as on 19 May results in the UK and the USA (once parlous) are improving (especially in the UK), with vaccination progress well advanced. In contrast, some other countries such as Brazil and India are suffering extremely serious situations. When we wrote CPD144 in April, worldwide infections totalled 132 million; they are now (19 May) approaching 165 million, a rise of 25% in a single month! Back to the local position, a piece of surprisingly good news is that our economies seem to be recovering strongly from the inevitable effects of the disease and the social and business upheaval that it was sure to provoke.

In our paper we provide a layperson's description of the distinction between bacteria and viruses, the latter invariably being much harder to deal with. We also briefly discuss risks and precautions. We devote much of the paper to exploring the insurance implications, including detailed analyses of wordings and the differences between the repealed and much outdated Quarantine Act 1908 (!) which nevertheless — amazingly — features prominently in some Business Interruption wordings, contrasting the relevant sections with those in the current Biosecurity Act 2015 — remembering that various terms are particular to one act or another, an aspect overlooked by at least one 'updated' policy drafter!

As members will know — particularly those handling such claims — the position is as yet uncertain, with various legal actions pending, one of the complications of which is an element of possible class action and the associated enthusiasm of some lawyers. The doctrine of legal Precedent is intended to provide certainty but only where the circumstances are sufficiently similar, so judgments can be unexpected and to the layperson perhaps not clear or certain at all!

As there are now over 140 CPD papers, on all manner of topics, we have added an alphabetical index to the CPD section of the AICLA website. The index now also has hot links for your convenience. We hope you'll find that useful.

Operations Manager – Loss Adjusting – Based in Auckland NZ

Share your knowledge and expertise leading a high performing, client focused team based in Auckland NZ.

- Join a top NZ Employer and NZ Service Provider of the year
- Auckland based full time permanent role
- Free Medical Insurance and more!!

THE ROLE

Based in Auckland, New Zealand, this is a fantastic opportunity for an experienced leader to lead our Loss Adjusting and Property Assessing functions within our General Insurance business.

Working closely with the National Operations Manager – General Insurance, and Operations Managers (Claims & Motor & Marine Assessing), the successful applicant will be responsible for managing the day-to-day operations of approximately eight employees either in remote locations or within our offices.

This role also oversees the supplier network of independent Property Assessors/ Loss Adjusters scattered throughout New Zealand.

Success in this role is ensuring delivery of a timely and accurate assessing function, where claims assessing is delivered to a high standard within set timeframes. In addition, you will provide technical support and guidance, drive efficiency and continuous improvement and ensure that internal risk and compliance activity is managed for the unit.

Each day will be varied and fast paced and the successful candidate will need to be highly organised and have the ability to motivate, inspire and help promote development and growth within this team.

You will add value to Gallagher Bassett across the following:

- Contributing to overall business plans
- Recommend staffing levels and assist with the recruitment of staff and contract assessors
- Analyse team and contractor performance and complete monthly management reporting, highlighting any changes or potential issues, where possible initiating remedial action to resolve
- Ensuring the effective overall management of the Assessing team and Contractor Assessing network including workloads and distribution of work
- Handling escalated complaints and dispute resolution relating to your team
- Provide advice to staff, contractors and clients on the application and interpretation of insurance policies across a range of products, including commercial
- Create and conduct training and upskilling of assessors/adjusters through regular in-house workshops and meetings that cover all product lines
- Active involvement in attracting and securing new business
- Having a strong Health & safety focus

We're interested in hearing from people who possess:

- Tertiary qualification in building and construction or assessing, loss adjusting with a solid construction trade background
- A minimum of 5 years in a similar role with demonstrable General Insurance Loss Adjusting experience, ability to understand and interpret insurance policies across a range of products, including commercial

- Understanding and applying the Building Act, the Building Code, Department of Building and Housing Guidelines and any other legislative requirements
- Ability to quickly build, manage and sustain strong relationships with internal and external stakeholders particularly where they have differing requirements demands and measures of success, and of brokering effective ways forward
- Highly effective communication style (both written and verbal), with strong interpersonal, negotiation and influencing skills across all levels
- Be available after hours as required on the on-call roster
- Willingness to work flexibly outside normal geographical area when surge or other circumstances require, supporting other divisions as appropriate
- This role requires a valid driver's licence and the ability to travel nationally and internationally, if required.
- Demonstrated computer and system literacy

THE BENEFITS

Life at GB is often fast paced, unpredictable, challenging, yet also deeply rewarding. It is social and engaging, with some of our benefits including:

- Attractive remuneration packaging
- Free Medical Insurance
- Opportunities for ongoing education and development
- Service recognition awards
- Employee assistance program for yourself and immediate family members
- The opportunity to work for a company that gives back to the community through our Gentle Bear program

A BRIEF OVERVIEW ON GB:

Gallagher Bassett is New Zealand's premier third party administrator (TPA). We manage group insurance plans and claims on behalf of insurers, brokers, government bodies and self-insured organisations. We are part of the leading global risk management and insurance group Arthur J Gallagher & Co, and recently awarded as an Employer of Choice 2021 by HRD New Zealand. We are also celebrated as one of the Top 15 Best Employers in the NZ Insurance Industry 2020.

Recognised for excellence as a service provider our team are geographically dispersed throughout New Zealand. GB provides a suite of claims management, risk management and related services out of offices located in Auckland, Christchurch, and Dunedin.

We are proud to be one of 124 companies from 19 countries on 5 continents, named on the Ethisphere Institute's 2021 World's Most Ethical Companies list for the tenth consecutive year.

If this sounds interesting to you – we want to connect!

If you think you can make a positive difference to our business please apply – we want to hear from you today!!

CVs to: gbnzhr@gbtpa.co.nz

Only people with the right to work in New Zealand will be considered for this position.

Agency candidates will not be considered for this role.

Senior Loss Adjuster

We are looking for an experienced Loss Adjuster to join our Melbourne team!

About DWF Adjusting

DWF Adjusting is a global business providing Adjusting services in Australia operating in the construction and engineering sector. Our Australian team is based in Sydney, Melbourne and Brisbane.

About the Role

DWF Adjusting is looking for a loss adjuster who has expertise in handling a variety of Public and Products Liability, Professional Indemnity and Contract Works claims for our Melbourne office. Being part of a small team means that the candidate will be able to enjoy flexibility (including working from home), independence and contributing directly to the growth of the business as well as mentoring opportunities to help develop the skills of others, including within our bespoke cadet program which our Director has been running for over 15 years.

Qualifications in Engineering, Law and Business will be highly regarded. The successful candidate will receive an attractive salary package, and usual emoluments, in alignment with their experience and qualifications.

Role Responsibilities:

- Site visits to understand loss circumstance
- Quantifying remediation works
- Analysis of quantum and ability to assess complex scopes of work
- Determining liability and policy coverage
- Generation of reports for clients
- Negotiation of settlements directly with claimants



About you:

- Has a client following, and preferably with construction/engineering background
- Strong analytical and communication skills
- Good organisation and time management skills
- Proficient with Microsoft Office Suite
- Driver's Licence

Please visit our website:

<https://dwfgroup.com/en/services/claims-management-and-adjusting/adjusting>

How to Apply: Please forward your Resume and Cover Letter to Sarah.Choo@dwfadjusting.com



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.