



L.A. NEWS

NEWSLETTER #204, FEBRUARY 2022



FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

Welcome to the new year and to our first edition of LA News in 2022. As the world learns to live with Covid as an endemic, there is relief that in an increasing number of countries restrictions are being lifted, enabling travel and for adjusters and other insurance professionals to provide adequate claims support wherever it is required. Hopefully 2022 will be the year that we finally break free from the difficulties of the recent past.

The ANZIIF Diploma of Loss Adjusting in its new “skills unit” format is due to commence imminently. Information has been provided by both AICLA and ANZIIF outlining the skills units required to achieve the Diploma of Loss Adjusting, as well as the new membership pathways correlating to the Diploma. AICLA has issued information regarding these changes, however questions around enrolments and cross-credits should be directed to ANZIIF for further clarification if required. Several Subject Matter Experts are working tirelessly to ensure that the skills units will be available as per the timetable previously advised by ANZIIF.

The new AICLA logo, as seen in LA News previously, has received very positive feedback from members and other insurance industry colleagues. In the near future, we are looking to produce an AICLA badge with the simplified logo. Further details regarding this will be made available in due course.

AICLA continues to have positive discussions with ASIC with regards to the new regulatory framework for claims and the impact that it has on our members. Previously we issued information on a variety of scenarios, and further clarification on situations that we could not provide advice will hopefully be clarified at an upcoming meeting with ASIC. Any feedback or questions from members regarding the new regulations can be passed onto our CEO, Tony Libke, at adminoffice@aicla.org.

Divisions of AICLA are arranging for a productive 2022, with many events in the planning stage, and several organised to date. The International Division held a successful webinar on

When I penned LA News late last week, no one could have predicted the floods that were about to hit the Southeast region of Queensland and Northern New South Wales. The clean-up has already started, and members and the contractors they rely on will face many challenges in the weeks and months ahead as they work to restore businesses and the property of individuals that have been devastated by the flooding. The magnitude of this event is very significant, and the level of claims will not be known for some time.

Everyone stay safe, Glyn Lloyd.

14 February titled A Simplistic Approach to Determining Fire Origin. This was hosted by Anand Gnavello of Forensic Services Asia with 50 participants from 13 countries. Our thanks and appreciation go to both the International Division and Anand for arranging this educational event.

A Directors’ Meeting was held virtually on 15 February to discuss important changes to our Constitution, a document that has served us well for many years but now needs to be updated in line with relevant legislation and other amendments as agreed by Directors. The Board unanimously resolved to recommend changes, and an EGM will take place on 12 May for members’ consideration. A notice and Constitution outlining the proposed changes will be sent to all members in due course.

CC22 has been scheduled for 29 September at the Four Seasons Hotel in Sydney, and the planning committee held their first meeting last week to begin the task of developing a high-quality program. Our thanks go to committee members for their continued participation and assistance in making the Claims Convention, jointly arranged between AICLA and ANZIIF, one of the premier events in the insurance calendar in Australasia.

As we welcome in the new year, let us hope the future is more positive, and I look forward to seeing members at our planned events.

Kind regards

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

CLAIMS CONVENTION 2022

The planning committee for CC22, which will be held at the Four Seasons Hotel Sydney on 29 September, is considering topics and speakers for the event.

If any member has any recommendations, please contact Tony Libke at adminoffice@aicla.org.

ELEVATIONS AND POST NOMINALS

Members would be aware from recent communication by the CEO that the *Qualifications and Rights for Classes of Membership (QRCM)* were amended to bring the Diploma of Loss Adjusting qualification and AICLA membership pathways into alignment. If you meet the elevation criteria, please complete an *Application for Elevation* and ensure you complete a *CPD record sheet* (password aicla2018).

The following are guidelines for members regarding the use of AICLA post-nominals. Full details of the use of post-nominals and the requirements for the different classes of membership are outlined in the *QRCM*.

- Affiliate: AICLA (Aff)
- Associate: ACLA
- Fellow: FCLA

Provisional members and Ordinary members (legacy membership class) are not eligible to use post-nominals but may state that they are Provisional members of AICLA or Ordinary members of AICLA.

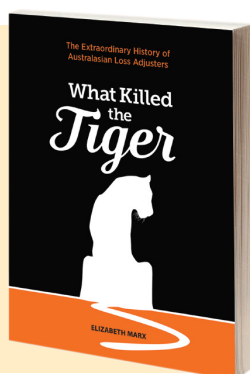
Associates and Fellows who maintain CPD accreditation are also eligible to use the term “Chartered Loss Adjuster”. Details of CPD requirements are outlined in the *CPD Information Sheet*.

CONTINUING PROFESSIONAL DEVELOPMENT

Access to CPD online papers and other restricted information is available on the AICLA website ‘member section’ via the password *aicla2018*. Members are reminded that to be eligible for membership upgrades CPD accreditation must be achieved. Online activities provide one source of valuable training during Covid, when face to face training/seminars are limited. During this period there is no limit on the number of CPD points that can be gained via webinars and other distant learning arrangements.

WHAT KILLED THE TIGER

Copies of the book *What Killed the Tiger: the Extraordinary History of Australasian Loss Adjusters* are available, and if you would like to order a copy please [click here...](#)



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
17 March	Training Session	Perth
31 March	Educational Seminar	Adelaide
28 April	Breakfast Seminar	Brisbane
11 May	Networking Drinks	Brisbane
12 May	EGM	Brisbane
2 June	Claims Conference	Brisbane
19 August	Trivia & QLD AGM	Brisbane
29 September	Claims Convention	Sydney
19 November	Luncheon	Brisbane

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Amanda Harley-Stone	Provisional	QLD
Lisa Dalbeth	Provisional	New Zealand
Naruenart Chaiyata	Provisional	Int. Thailand
Boonyakit Suwanchaisakul	Provisional	Int. Thailand
David Keane	Affiliate	SA/NT
Ben Boshier	Affiliate	VIC
Natthaphat Sutheerawongkull	Affiliate	Int. Thailand
Bentley Lau	Affiliate	Int. Hong Kong
Yadi Charlie	Affiliate	Int. Indonesia

ELEVATIONS

Name	Class	Division
Louise Hardey	Affiliate	VIC
Jason Tassone	Affiliate	VIC
Ridwan Arriyadh	Affiliate	Int. Indonesia
Tulus Nugroho	Affiliate	Int. Indonesia
Andrew Bull	Associate	NSW
Joel Arbuthnot	Associate	NSW
Francine Elliott	Associate	QLD
Joe Foley	Associate	QLD
Carl Coldham	Associate	WA
Justin Liang	Associate	TAS
Muchtar Luthfi	Associate	Int. Indonesia
Hui Yau Shing	Associate	Int. Hong Kong
Kong Ho Yeung	Associate	Int. Hong Kong
Iverson Wong	Associate	Int. Malaysia
Sunny Lui	Fellow	Int. Hong Kong
Eddie Walsh	Fellow	Int. UAE
Lucksanara Kuhawattana	Fellow	Int. Thailand
Paul Fair	Fellow	Int. Hong Kong
Derek Jorgensen	Fellow	NSW
George Bejjani	Fellow	NSW

INTERNATIONAL

The International Division conducted a webinar on Monday 14 February, with a presentation from Anand Ghnavello from Forensic Services Asia on the topic *A Simplistic Approach to Determining Fire Origin*. The Chairman, Andrew Khoo, thanked Anand on behalf of members for his excellent presentation. Further webinars are planned for the International Division, and information will be circulated to members.

WESTERN AUSTRALIA

The WA Division will be conducting a Breakfast Training Session at the RPGC on 17 March on the topic *Fire Investigation from an Electrical Perspective*. The presenter will be Guy Tomlinson from National Forensic Investigation Consulting.

QUEENSLAND

Due to the massive flooding in Brisbane and the surrounding regions, the QLD Division has postponed the planned networking drinks, which were to be held on 3 March, to 11 May. Also, the first of our breakfast seminars planned for 23 March has been deferred, with a date yet to be determined.

SOUTH AUSTRALIA

A *Fire Cause Investigation – Initial Inspection through to Conclusion* seminar will be held on 31 March from 3pm-6pm. The speaker for the event will be Jim Manser from Manser Fire and Marine. There is no cost for members to attend the event, and registrations should be made using the above 'Upcoming Events' link.

ONLINE CONTINUING PROFESSIONAL DEVELOPMENT

If you take a moment to stand back from our busy front line to think about how the global insurers communicate between their branches to co-ordinate rates, loss ratios, reinsurance arrangements and other matters behind the pointy end where we work, you might say airily 'via satellite of course'. With some rare exceptions you would be wrong.

In fact like all global companies — as well as Aunt Bessie in Canada when she sends that Christmas card by email — insurers nearly always communicate business arrangements via a worldwide mesh of cables far beneath the surface of the seas. These are now mostly fibre optic, but they retrace the routes taken by those first undersea wires laid as long ago as the mid 1800s.

Imagine going out on your first adjusting assignment, failing to identify the cause of loss, policy response or appropriate repair costs and ending up with an expensive legal action to boot — which incidentally your principal loses, partly because of your ineptitude... And then being commended and entrusted with a major adjusting contract... Unlikely? But that is just what happened to J W Brett and his English Channel Submarine Telegraph Company in 1851. Pioneering days indeed! His first cable of a mere 34 km across the Channel failed immediately on completion. However, it was considered that the experience equipped him with sufficient knowledge to be entrusted with further attempts. After all, his company had laid the cable — although it immediately proved useless — so he must know what he was doing! His further attempts did prove successful.

It was not long before the idea of linking Britain with North America drove the efforts of those early cablers. After some false starts this was accomplished in 1858, when Queen Victoria and President of the USA were able to exchange greetings — albeit glacially by very slow Morse code (0.1 words per minute, thanks to frequent repeats). A far cry from today's near instant messaging and other communication via the internet. That link shortly failed too but was soon replaced.

From then on the laying of undersea cables continued apace across all the oceans of the world, simple wires soon being replaced by coaxial tubes and then by fibre optics, increasing in carrying capacity all the time. Today we rely upon this extensive network heavily, as was illustrated vividly by the recent failure of a single spur in the worldwide mesh, when Tonga suffered breaks in the submarine cable to Fiji following the undersea earthquake and tsunami.

But back to the satellite. Why is it that its role in communication is largely limited only to broadcast and occasional backup? The non-effectiveness of this technology in the context of day-to-day instant communication has its roots in a discovery made by Ole Roemer in 1676 — a discovery that appears to be an absolute, even against the whacky world of quantum physics!

In CPD153 read all about the pioneering work that underpins our international communications world, and allows our principals — and some major adjusting firms — to co-ordinate within the world market.



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.