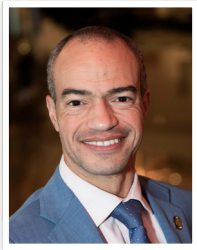




# L.A. NEWS

NEWSLETTER #207, MAY 2022



## FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

The AICLA Board met on 12 May in a hybrid meeting, with some Directors in attendance in Brisbane and others participating virtually. Important decisions were made at the meeting, and I commend the dedication of Directors for their input and commitment to AICLA. An extensive review has been undertaken of AICLA policies to ensure they are in line with current best practices and relevant legislation. Disciplinary procedures for members have been reviewed and updated. Also, a new whistleblowing policy has been adopted by the Board. This review process occurs every two years (or as required) and is part of the Board's corporate governance role.

An Extraordinary General Meeting (EGM) took place at 2pm AEST on the same day to vote on an updated Constitution for AICLA. This was the first holistic review of the Constitution since the formation of AICLA some 25 years ago. Members had been circulated details of proposed changes following a comprehensive review of the Constitution by AICLA with guidance by DLA Piper. I wish to thank members for their overwhelming support with no vote cast against the changes to the Constitution. The new Constitution has streamlined some areas, enables meetings to be held electronically, recognises the unique nature of the International Division, adopts other recommendations put forward by the Board and meets legislative guidelines. Given the continued growth of the International Division and its wide geographic spread, the number of Councillors has been increased, and there was also introduced a limit of two Councillors from any one country.

I am pleased to announce that member subscription rates will remain unchanged for the period 2022/23, and it is the opinion of the Board that this reflects excellent value for money and shows AICLA's commitment to remaining a cost-effective institute in times of spiralling costs. Subscription accounts will be forwarded in June, and members attending to prompt payment would be appreciated.

The President and CEO held a meeting with three ASIC representatives regarding the new regulations applying in claims in Australia. This was a valuable discussion, and ASIC complemented AICLA on the previous information issued to

## 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
2 June	Claims Conference	Brisbane
13 July	Breakfast Seminar	Brisbane
29 July	Luncheon	Sydney
19 August	Trivia & QLD AGM	Brisbane
29 September	Claims Convention	Sydney
13 October	Inspiring Women	Melbourne
26 October	Charity Race Day	Brisbane
19 November	Luncheon	Brisbane
15 December	Vic Awards	Melbourne

members regarding the regulatory landscape including scenarios that outlined where licensing was and was not required. There are still some grey areas in the regulations that ASIC has not been able to fully comment on and advise that members should seek legal advice if they are unsure about the requirements for a license. Questions remain around licensing requirements for loss adjusters working under delegated authorities, and we hope to be able to provide further clarification in due course.

CC22 will be face-to-face without restrictions, the first since Covid-19 disrupted gatherings of this type. To be held in Sydney on 29 September with the theme New Thinking for the Claims Landscape, the event will feature high-profile speakers and look in depth at the recent floods in QLD and NSW, and how more resilience is needed to mitigate future flood losses. The format will be a full day conference followed by a cocktail networking function. Registrations for the event are **now open...**

The 2023 Asian Claims Convention planning committee has met and Bangkok is the planned venue, with proposed dates 10-11-12 May. This will be the first Asian Claims Convention since Phnom Penh, Cambodia in 2019 and given the success of this event in previous years, we believe Bangkok will be popular. The Board also agreed that the venue for 2024 will be Kuala Lumpur, Malaysia. As previously mentioned, our longer term plans are also to conduct a future ACC with our colleagues LAAJ in Japan. The ACC planning committee are now holding regular meetings with a view to organising topics and speakers

and if any member has a suggestion, please contact our CEO at [adminoffice@aicla.org](mailto:adminoffice@aicla.org).

You will see below that there has been a large number of new members joining AICLA during May. This surge in membership followed a campaign by AICLA to email Diploma of Loss Adjusting students to encourage them to join the Institute. A special welcome to all those new members, we trust your involvement will be rewarding and over time you will be positive contributors to the profession and AICLA.

Divisions will be holding their AGMs in August. Please keep an eye out for the nomination for Councillors and Office Bearers. The success of the Institute is dependent on strong and active Divisions, and I encourage members to wherever possible serve on your local Division Council and support local activities.

NSW held a Meet & Greet at PJ O'Brien's on 5 May with 100 attendees, both loss adjusters and insurance industry colleagues. The event was a success with positive feedback from attendees. Likewise, QLD held a networking function on 11 May at Valley Hops Brewing with 220 attendees, a phenomenal effort despite the poor weather and ongoing pressure on loss adjusters and suppliers from recent flood events. Please check out the AICLA website for details of upcoming events.

**Kind regards**

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

## NEW AND ELEVATED MEMBERS

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

### NEW MEMBERS

Name	Class	Division
Ian Stowers	Affiliate	New Zealand
Nicole Siguenza	Provisional	SA/NT
Laura Hart	Affiliate	SA/NT
Dustin Desrosiers	Affiliate	NSW
Shari Wilson	Provisional	VIC
Jana Necevski	Provisional	NSW/ACT
Richelle McGuire	Affiliate	QLD
Jayne Hillier	Provisional	QLD
Bianca Zougras	Affiliate	QLD
Sandy Carrera	Provisional	WA
Harrison Davies	Provisional	SA/NT
Jade McCleave	Provisional	QLD
Sanjay Rana	Provisional	QLD
Marcel Guymur	Provisional	NSW/ACT
Kristen Long	Provisional	NSW/ACT
Andina Tari	Provisional	Int. Vanuatu
Christopher MacLarty	Provisional	Int. Hong Kong
Sin Man Lam	Provisional	Int. China
Nick Holloway	Provisional	NSW/ACT
Christabel Levitt	Provisional	QLD
Evan Homan	Affiliate	New Zealand
Helen Gentle	Provisional	New Zealand

### ELEVATIONS

Name	Class	Division
Nick Cavill	Associate	NSW/ACT
Samantha Smith	Affiliate	SA/NT

## CLAIMS CONVENTION 2022

**29 September**

**Four Seasons Hotel Sydney**

The planning committee for CC22 is finalising an outstanding program of speakers and topics, and we look forward to the support of members and guests for the event on 29 September in Sydney. The theme for the convention will be *New Thinking for the Claims Landscape*.

We would like to acknowledge the following sponsors for the event:

**Platinum:** Construct Services  
**Gold:** Nearmap Australia and Johns Lyng Group  
**Other Sponsors:** Advanced Buildings, Bay Building Group, Insurance Claim Rentals, ARC Projects, JB HiFi Insurance, GKA Investigations Group, ASTA Group, Paynter Dixon, Restoration Industry Consultants, Envista Forensics, Gracedale Constructions, Abril Building Solutions and FMG Engineering.

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

## ICA

The ICA has recently released updated claims information on major catastrophe events in Australia. The claims cost to insurers for the late-February floods in QLD and NSW currently stands at a staggering \$4.3b and is climbing, with over 216k claims lodged to date. The average claim size for domestic is \$15k and commercial \$35k.

## CLAIMS TECHNICIAN COURSE

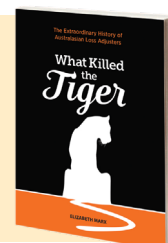
The Institute of Claims Technicians, a subsidiary of AICLA, has developed a fully automated online training course for claims technicians. The International Development Director, Jaye Kumar, said that this was a significant step forward in the development of training resources for those engaged in the important role as claims technicians. The attached article outlines features of the online course and also benefits of membership of ICT – [click here...](#)

## 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...](#)



## NEW SOUTH WALES



The AICLA NSW/ACT division would like to thank members and industry guests for attending the very successful casual and relaxed meet & greet event held on 5 May. The event would not have been possible without the strong support of our sponsors. We would like to again thank sponsors, Abril Building Solutions, Advanced Buildings, Bay Building Group and GKA Investigations Group, for their continued support. We hope attendees enjoyed the casual event.

As announced, we have a number of great events planned for later this year, the next being the annual luncheon on 29 July - more news to follow in future LA News articles!

## QUEENSLAND



The inaugural networking function was held at Valley Hops Brewing, Cloudland on 11 May. This event had been deferred from an earlier date due to the severe floods in southeast QLD. The event surpassed all expectations, with 220 attendees. The influx of adjusters to QLD due to the recent floods provided a great opportunity for members from interstate and overseas to attend the event. Our thanks go to the event sponsors: Platinum – Johns Lyng Group and Gold – Steamatic, ARC Projects, Linx Restoration Services and Soko Construction and Roofing.

For the photo gallery [click here...](#)

Further QLD events are shown in Upcoming Events.

## ONLINE CPD

First, an update to paper CPD153 ('Girdles Around the World'). In that paper we remarked that following the Tonga volcano and tsunami, rather than Tonga being completely out of contact with the rest of the world when the submarine cable broke, as claimed by media, there will have been communication via alternative facilities like HF radio and satellite. We included radio amateurs (hobbyists), who are expert at improvising links in adverse conditions. However, it transpires that there was only one such amateur on Tonga at the time and he did not have the necessary HF (high frequency) equipment. We have published the updated CPD153 on the website.

Now on to this month, where once again we specifically address new and studying members.

It seems that increasingly streets in nearly every nation are crowded with people clamouring and asking/insisting 'What do we want?' and 'When do we want it?' the reply invariably finishing with 'NOW!'. Most of us have no spare time for such activity, but we do have to ask 'What do *they* want?'. Our immediate customers, that is, who are usually Insurers. Being quite clear about that is essential not just for success as an adjuster but for survival in that role. No-one is fireproof...

We have already explored the question 'What do brokers want?' quite a while ago at CPD034, because if something goes wrong with a claim assessment — and sometimes even when it does not — we tend to hear quickly from the broker, that usually being the aggrieved insured's first point of call. Now we will consider the principal, as that will be the broker's second point of call. (The first will be us...Or sometimes vice versa).

To many (most?) readers what insurers want will seem a question with obvious answers, but nevertheless it is useful to analyse, especially for beginners to our noble art. The ultimate end customer of the insurance industry is of course the insured person or company. We are only part of the process, though we can be sure that any shortfall in service — even if not real — will quickly evoke a response. However, our immediate (and legal) customer is the organisation that engaged us, normally an insurer.

Usually, our customer — principal — will issue a formal list of requirements, by master contract with the adjusting firm and/or on a case-by-case basis. Be that as it may, the insurer is justified in assuming that a professional loss adjuster knows exactly what is required to carry out the task using best practice. The aim should be to eliminate or at least minimise the need for any follow-up questions. In our paper at CPD157 we address each element of our task. Beginners will find it helpful.

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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.