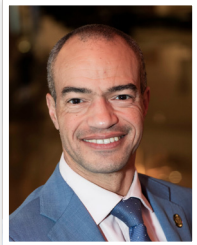




L.A. NEWS

NEWSLETTER #214, DECEMBER 2022



FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

As we conclude 2022, I would like to extend my best wishes to our members and fellow industry colleagues and their families over the festive period. 2022 has been a hectic year, with weather activities causing havoc in many countries which in turn has resulted in significant claims activity. Loss adjusters provide a valuable service to insureds during these times and should be commended for their efforts throughout the year. Let's hope 2023 brings about a more stable environment, although current weather predictions indicate that this is unlikely to be the case.

For AICLA, 2022 was a year of high achievements, which has culminated with a record number of members, strong financial position, and a surge in the level of Division activities. It would be remiss of me not to thank our sponsors for their continued support, which allows us to run events in a cost-effective manner.

December events included the WA Christmas Function at Marmion Angling & Aquatic Club, with over 130 attendees and a wonderful presentation from Michelle Cowan. NSW conducted their inaugural Charity Race Day at Randwick, which was strongly supported by 140 attendees and feedback that this should be a regular feature in the NSW Division calendar. Victoria held their annual awards at Crown Palladium on 15 December with an amazing turnout of 630 attendees and wonderful feedback. The MC for the event, Dave Hughes, was certainly able to keep spirits high with his amusing stories. Well done to the Victorian Council for again hosting such a splendid event, and congratulations to all award winners on the evening.

2023 is shaping up to be a very strong year for AICLA, with one of the highlights being the Asian Claims Convention in Bangkok on 10-12 May at the JW Marriot, with numerous speakers already confirmed for the event. I am also pleased to advise that CC23 will be held at the Sofitel Wentworth Sydney on 28 September. From the feedback at CC22 it was apparent that we required a larger venue, and the Sofitel enables us to expand the number of attendees and sponsors in a much more comfortable environment.

Divisions are already planning their range of educational and networking events for 2023, and we ask members to continue

Best Wishes from the AICLA Office

Tony, Ash, Clare and
Adrian wish all members
and their families a safe and
peaceful Christmas and
happy new year

their support. Divisions expend time and effort to ensure a balance of educational and networking events for members, and my congratulations and thanks for all their hard work.

I would like to thank Directors for their continued commitment throughout 2022, as well as members who provide us with excellent feedback and enable AICLA to remain a very relevant institute in the insurance market. Our sponsors have provided great support during 2022, and again thank you for your continued efforts.

Special mention to Tony Libke, CEO, for his work and contribution to AICLA over many years. Also, to Ash Walker for the incredible commitment she displays to ensure the smooth running of AICLA and support for Divisions, and the rest of the team behind the scenes, Clare Furness, Adrian Libke, and Alan Ford for their continued efforts on behalf of the institute.

I would like to thank Charles Taylor for its support in allowing me time to continue as President for an unprecedented third term, and finally to my wife, Natalie, for enduring my time spent performing AICLA duties.

Wishing all a safe and relaxing Christmas, a prosperous new year, and we look forward to catching up in 2023.

Kind regards,

Glyn Lloyd,
Chartered Loss Adjuster
President – AICLA

ELEVATIONS AND POST NOMINALS

The criteria for the various classes of membership are set out in the *Qualifications and Rights for Classes of Membership*. If you meet the elevation criteria, please complete an *Application for Elevation* and ensure you complete a *CPD record sheet*.

The password is **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 *Qualifications and Rights for Classes of Membership*.

- 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 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*.

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Bona Raffles Pandiangan	Affiliate	Int. Indonesia
Loo Kin Way	Provisional	Int. Malaysia

ELEVATIONS

Name	Class	Division
Keith Whitehead	Fellow	NZ
Adam Burns	Associate	NZ
Torkorn Thanaporn	Associate	Int. Thailand)
Natthaphat Sutteerawongkul	Associate	Int. Thailand)
Lim Tze Hsing	Affiliate	Int. Malaysia
Matthew Humphries	Affiliate	QLD
Carly Gray	Affiliate	NSW/ACT
Tiffany Murray	Affiliate	NSW/ACT
Judd Bolton	Affiliate	WA

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.

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
9 February	Breakfast Seminar	Perth
23 February	Networking Drinks	Brisbane
22 March	Breakfast Seminar	Brisbane
26 April	Breakfast Seminar	Brisbane
10–12 May 2023	ACC23	Bangkok
28 September	CC23	Sydney

WA

The WA Division held its annual Christmas lunch on Friday 2 December 2022 at Marmion Angling & Aquatic Club in Perth with wonderful views, on an early Perth summer afternoon, of the Indian Ocean to Rottnest Island. Event organiser and AICLA Committee Member Nigel Lukies says it was the most successful lunch to date with over 130 members, guests and sponsors attending the event to hear Michelle Cowan speak, enjoy a Christmas lunch and network over the course of the afternoon.

The presentation was extremely well received, with Michelle speaking of her struggle in a male dominated industry being the first female assistant coach at West Perth in the WAFL competition followed by coaching at South Fremantle as their midfield coach for 8 years before being appointed the coach of Melbourne's woman's team in the AFLW whilst being development coach of their men's team in the AFL. Michelle was the inaugural coach of Fremantle's AFLW team before becoming head of operations and player wellbeing for West Coast's woman's programme, a position she currently holds. The feedback from all in attendance was extremely positive and the parallels between her occupation and loss adjusting was not lost on the audience.

In the introduction the current ratio of woman to men working in loss adjusting was noted at 19%, which is slowly improving with more young females joining the Institute than ever before. It was pointed out that some 36% of the membership is over 56 years of age which prevents a wonderful opportunity for younger people and particularly females to strive for greater roles in the industry. A challenge was thrown out for the first female Chair in WA. Other Divisions have had or currently have female Chairs, but WA has not.



NSW/ACT

AICLA NSW/ACT hosted their first Charity Race Day at Randwick Racecourse.

We would like to thank our sponsors, who helped us raise \$12,000 for Tribal Warrior, an essential not-for-profit Redfern based charity that supports Indigenous children and their families that have suffered from trauma and addiction.

We would like to thank everyone who joined us on the day, there were many familiar faces and some new faces that we hope to see again.

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

AICLA NSW & ACT are excited to see what 2023 brings, and we hope to continue to support local charities.

We wish you all a safe and happy holiday season. See you in 2023!



Our Charity Race Day Sponsors:

Platinum Sponsor: Abril

Fashions on the Field: Silver Wolf Projects

Fashions on the Field: Riverwall Constructions

Gold Sponsors:

Construct Services

Steamatic

Beacon Building Services

Imparta Engineers

National Leak Detection

FRA

Bay Building Group

ONLINE CPD

One of the developments that has revolutionised everyone's lives is of course the Internet, with the World Wide Web and Email. It is scarcely possible today to imagine being without it. Yet under 30 years ago, such facilities were virtually unknown to all but the boffins.

30 years is well within the working lives of many of our members — there are some who practised before the Insurance Contracts Act 1984 came into force — and in our profession the vastly added convenience the internet has brought is undeniable. Imagine receiving instructions only by telephone or post office mail, requesting wordings and schedules through the post, carrying out any necessary research by reference to the bookshelf or library, laboriously typing (or dictating) reports to be posted, receiving fee cheques through the mail, and queuing at the bank to deposit them. For the smaller adjuster there was also the bookkeeping to attend to. Some of us don't have to imagine. That was what we did...

Now we can receive instructions and supporting documents as attachments to emails, carry out research on line (ploughing through the advertisements that now clutter the pages of certain search engines), and carry out the rest of our business — including the ever present administrative load — with the aid of our faithful desktop machine or smartphone. As we always say, how did we ever manage without it?

But inevitably, with every new facility come disadvantages, the internet being no different. We've already mentioned the in-your-face advertising that now clogs the internet, especially lately with search engines that used to offer excellent and quick access to credible information, now virtually obscured by related publicity. Then there is social media with its ability to so easily spread disinformation and hate to large numbers

of people. And worst of all, we have the rising problem of malware — especially ransomware, recently in the news — and very likely to be there again any day. Malware including ransomware is of course just a modern representation of the bad side of humanity — greed, selfishness and malice.

For any utility to be useful there must be access. And where there is access there is vulnerability, which the perpetrator of malware exploits. The recent high-profile intrusion of ransomware into the day-to-day operations of a major phone company and then a major health fund has forcibly reminded us of system vulnerabilities. Complex computer and communication systems that are designed idealistically for business and customer utility have been found to have 'holes' where none were foreseen.

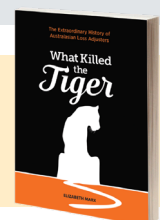
With ransomware several elements have to be addressed: how to prevent intrusion in the first place — a matter of both system design and staff procedures; how to minimise the impact of the attack; whether or not to accede to the perpetrator's demands; and as well detecting the method and place of intrusion and plugging the hole.

In our paper at CPD163 we discuss the ransomware problem in depth. For the professional adjuster there are of course cyber claims to be considered, like all claims to be dealt with strictly against the background of the covers that apply. Especially with major adjusting firms there is the risk of ourselves being subjected to a ransomware attack, either a traditional attack where data is scrambled or the variety where confidential data is copied. We also list precautions we all should take as individuals.

It remains for us in our small corner of AICLA to wish you all joy and some rest over the coming holiday — and freedom from malware too...

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...](#)



QLD

Elouise Cave, QLD Division Chair, on behalf of the QLD Council, thanks members and sponsors for supporting the large number of networking and educational activities, which all attracted record attendances despite the high level of claims activity during 2022.

The QLD Division is well advanced with plans for events in 2023. The first activity will be Networking Drinks, to be held at Valley Hops, Cloudland, on 23 February. Invitations for this and planned breakfast seminars will be circulated in the near future.

NON-MEMBER MAILING LIST

Sign up here to receive LA News and notifications of upcoming events.



ACC23
**CLAIMS IN A
POST-PANDEMIC
WORLD**

BANGKOK – THAILAND
10-11-12 MAY 2023

ACC23, to be held at JW Marriott Bangkok, Thailand on 10-11-12 May with the theme **Claims in a Post-Pandemic World** has received strong support from sponsors and supporting organisations.

Some topics will include:

- Cyber Overview: Security, Response & Insurance
- The Art of Loss Adjusting
- When Two Transformers are Better Than One
- Construction Claims: Dealing with Multiple Parties & Managing Expectations

Limited sponsorships are available for this event and enquiries can be directed to the CEO.



ANA – Charterred Loss Adjusters are expanding and require additional Property Loss Adjusters to join our team in all regional and metropolitan areas.

You will join a team of dedicated claims professionals who take pride in their work and offer a collaborative and supportive work environment. .

THE ROLE:

You will be managing a case load of property claims, predominately Commercial, ISR and other complex claims.

You will take ownership of the claim from the initial attendance and assessment through to managing the claim to completion.

Claims assignments will require extensive travel throughout the metropolitan areas, as well as intrastate and interstate as required.

YOU WILL HAVE:

You will have at least 5 years' experience as a loss adjuster and will bring with you highly developed report writing skills, an ability to negotiate and liaise with all stakeholders as well as excellent time management skills.

Whilst you will be attached to our CBD offices, the role carries significant autonomy so you will need to be able to work unsupervised and from home.

Qualifications with AICLA and/or ANZIIF will be held in high regard, as well as any qualifications in Accounting, Building or Engineering.

WE OFFER:

The flexibility for you to work from either a home based office, from our CBD offices, or a combination of the two. Our web based IT system is well designed with this portability in mind.

A competitive remuneration package is available to attract the right candidates.

A bonus structure is also in place to recognise your contributions to the company.

General information about ANA can be found on our website www.ana.net.au

HOW TO APPLY:

Applications with your CV are to be submitted to our Manager - Technical by email to: luke.stuart@ana.net.au



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.