



FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

After a hiatus of more than three years, ACC23 was held at the JW Marriott in Bangkok on 10 – 12 May. This was an eagerly anticipated event and, although we had high expectations, these were surpassed with a record number of attendees. The previous record held for attendees at an ACC was in Bali (142), however in Bangkok we hit the dizzy heights of 200. There has been excellent feedback from attendees and sponsors alike, with high-quality speakers providing presentations on a great range of topics.

We received support for the event from a wide range of overseas bodies with representatives from Thailand, Malaysia, Japan, Singapore and Indonesia. We were also delighted that ANZIIF representatives, including retiring CEO Prue Willsford, were able to join us for part of the convention. I would like to acknowledge and thank Insurance News, our media partner, and all the sponsors who helped to make ACC23 such a success.

My personal highlight of ACC23 was being able to interview Tony Morgan (Australia), Chan Hwee Seng (Singapore) and Maria Widiasanty (Indonesia) to discuss their views from a lifetime in loss adjusting. Maria gave a brilliant and thought-provoking perspective of being a female loss adjuster and the extra challenges that she faces to be seen as a successful loss adjuster in a male-dominated environment.

Thank you to the organising committee, Andrew Khoo, Budi Maharesi, Parinya Kaewduangtien, Dominic Tran and Tony Libke, and International Division Councillors who assisted with the smooth running of the event over the three days. Special thanks also to Marheny Sitinjak, who provided valuable support during ACC23. Due to the impending birth of her first child, Ash Walker was not able to attend, but as always greatly contributed to the event from head office in Brisbane. On behalf of all members we wish Ash and husband Jake all the best as they embark on an exciting journey and look forward to her return in 2024.

It was fortunate the winners of the inaugural Lifetime Achievement Award were present at the ACC gala dinner to receive their well-deserved prizes and accolades from the

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
7 June	Claims Conference	Brisbane
12 June	Webinar	Online
6 July	Seminar	Perth
28 July	Luncheon	Sydney
11 August	Seminar & Luncheon	Auckland
18 August	AGM & Trivia Event	Brisbane
18 August	Seminar & Networking	Adelaide
22 September	Luncheon	Adelaide
28 September	CC23	Sydney
25 October	Charity Race Day	Brisbane
17 November	Luncheon	Brisbane
24 November	Seminar & Networking	Adelaide
14 December	Awards Night	Melbourne

audience. The two winners, previously announced in LA News, were Chan Hwee Seng (Crawford & Co Singapore) and Tony Morgan (Sedgwick Australia). Both gentlemen were worthy recipients of the Lifetime Achievement Award and faced tough competition from a host of other strong candidates. This prestigious annual award is for a highly experienced adjuster



Lifetime Achievement Award winners, Chan Hwee Seng (Crawford & Co Singapore) and Tony Morgan (Sedgwick Australia).

(minimum of 25 years) who significantly improved the profession, with core values of mentoring, training, and assisting junior adjusters. Sincere congratulations gentlemen, and we will be inviting nominations in the coming months for the 2024 Lifetime Achievement Award.

ACC24 is planned for Kuala Lumpur, Malaysia, with the venue and date to be advised soon.

Following the Asian Claims Convention, I had the pleasure to be accompanied by CEO, Tony Libke, and CEO Elect, Adrian Libke, on the President's Asia visit. We held meetings in Ho Chi Minh City, Kuala Lumpur, Hong Kong, Singapore and Jakarta, and we met with almost 200 members and prospective members, training organisations, loss adjusting associations and regulators. Our objective is to promote the profession of loss adjusting, including minimum standards, and to assist loss adjusting associations in each country to ensure we are working with all stakeholders to obtain the best possible outcomes.

The Art of Loss Adjusting, the excellent and informative book, has been reproduced and is available at a discounted price for AICLA members. For further details please see below. The author, Tony Morgan, provides his wonderful insights into not just the technical aspects of loss adjusting but those at times hard to achieve soft skills that enable a loss adjuster to perform at the highest level. Our thanks to Tony Morgan for his continued contribution to our profession.

There is important further information below regarding a transition deadline for those members with the Diploma of Loss Adjusting attained by Recognition of Prior Learning. Please ensure that if you have attained the Diploma by RPL, you read the information, as there will be no further submissions post 31 December 2023.

CC23 in Sydney is in the final organisation stages, with registrations open and all but one speaker / topic to be confirmed. Thanks to the organising committee - David Gow, Bob Leach, Tony Libke, Sara Malins, Colin McEnery, Sherrie Morton, Barbara Maruno, Mark Silveira, Adrian Libke and Nicole Platt - as without their hard work we would not be able to put on such prestigious events. The Claims Convention will take place at the Sofitel Sydney Wentworth on 28 September, with the full-day convention followed by a three-hour cocktail function. The event is already proving popular, and we have high expectations that we will be able to better the 340 attendees at CC22. Please book early to avoid disappointment.

It is now four years that membership subscription rates have remain unchanged. We request that all members attend to payment of their 2023/24 subscription promptly. For those who have changed employment recently, please provide your updated details to head office (adminoffice@aicla.org) to ensure that your membership does not lapse.

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
Martha McGorman	Associate	Queensland
Nigel O'Keef	Associate	Queensland
Alistair Cole	Affiliate	Queensland
Roscoe Hollings	Affiliate	Queensland
Steve Pittaway	Affiliate	Queensland
Sarah Driscoll	Affiliate	New South Wales
Erin Gubatanga	Affiliate	Victoria
Joanne Elvey	Provisional	Victoria
Melinda Manallack	Provisional	Victoria
Jacquie Howard	Provisional	Victoria
Katherine Ryan	Provisional	Tasmania
Lisa Murison	Provisional	Queensland
Lyndsey Stephens	Provisional	Queensland

ELEVATIONS

NAME	CLASS	DIVISION
Dominic Tran	Fellow	Int. Vietnam
Om Watanaphol	Fellow	Int. Thailand
Ekapop Boonyou	Fellow	Int. Thailand
Natee Thongpakdee	Associate	Int. Thailand
Gawain Li	Associate	Int. Hong Kong
Mark Cook	Associate	New South Wales
Michael Brown	Associate	New South Wales
Anika Thomasson	Associate	Victoria

IMPORTANT NOTICE TO MEMBERS

Members who achieved the Diploma of Loss Adjusting by Recognition of Prior Learning (RPL) **prior to 1 November 2020** will be given the opportunity to apply **before 31 December 2023** for assessment by the Professional Standards Committee (PSC) for elevation to Associate membership of AICLA. Any member wishing to apply for elevation must meet the conditions above and is invited to contact the CEO at adminoffice@aicla.org for further details.

Please note this offer is open only to members who achieved the Diploma of Loss Adjusting by RPL prior to 1 November 2020, the date from which RPL was removed as a pathway to Associate membership.

CONTINUING PROFESSIONAL DEVELOPMENT

Access to CPD online papers and other restricted information is available on the *AICLA website* 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 for members.

ACC23



Thank you to members, sponsors, presenters and other delegates who attended the highly successful Asian Claims Convention held in Bangkok. The feedback has been overwhelmingly positive and we look forward to you joining us next year in Kuala Lumpur.

[Click here to view the photo gallery...](#)

INTERNATIONAL



The International Division recently hosted meetings attended by the President, Glyn Lloyd, CEO, Tony Libke, and CEO elect, Adrian Libke, in Bangkok, Ho Chi Minh City, Kuala Lumpur, Hong Kong, Singapore and Jakarta.

At the meetings with members and prospective members, they provided an update on AICLA activities, information on the Diploma of Loss Adjusting, membership pathways and plans moving forward.

For photos from the meetings *[click here...](#)*

WHAT KILLED THE TIGER

To order your copy of the book *What Killed the Tiger: the Extraordinary History of Australasian Loss Adjusters* *[click here...](#)*



AICLA/ANZIIF

CC23

Claims Convention



INSURANCE CLAIMS PROACTIVITY IN REACTIVE SITUATIONS



28 SEPTEMBER 2023

SOFITEL SYDNEY WENTWORTH

Registrations for CC23, to be held in Sydney on 28th September, are now open. We acknowledge the strong support from sponsors including Platinum sponsor Construct Services and gold sponsors Restoration Industry Consultants and Nearnmap.

Early registrations have been strong and for information including planned topics *[click here...](#)*

QUEENSLAND

Wednesday the 7th of June marks the return of the now sold-out Queensland Claims Conference (QCC). Over 160 attendees will witness an assortment of topics from expert presenters at QCC, concluding the Division's educational events for the year.

Rounding out the 2023 calendar, the QLD division will host three popular annual events. Firstly, the AGM/Trivia Night will be held on Friday 18th of August, followed by Wednesday 25th of October for the Charity Race Day at Eagle Farm, and the End of Year Luncheon on Friday 17th of November. Tickets for these events will be released on the website soon. Thank you to all our members, guests and sponsors for making these events a huge success.

Go the Maroons!

VICTORIA

On Wednesday 10 May one hundred loss adjusters and clients experienced a unique networking opportunity. Held on the Mezzanine floor of The Lume Melbourne, attendees enjoyed the dazzling and immersive art of Monet & Friends. The event enabled members of AICLA to thank clients for their support, and for adjusters to mingle with industry colleagues.

The feedback from attendees was resoundingly positive, with many attendees declaring this Claims & Canapes event the “best” cocktail party they had attended, and an event they will never forget.

To view the photo gallery [click here...](#)

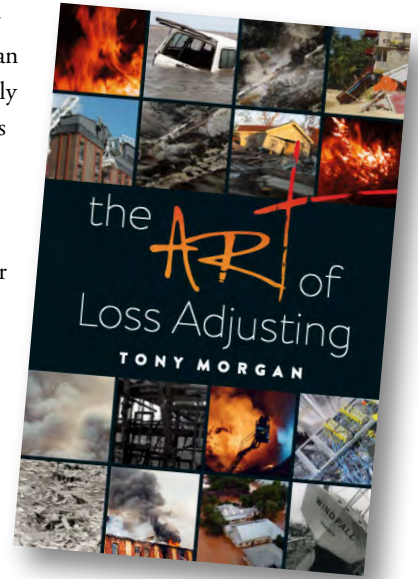


THE ART OF LOSS ADJUSTING

The renowned loss adjuster Tony Morgan has released an updated edition of his highly rated book ‘The Art of Loss Adjusting’, the book covers the subtle skills required of an accomplished loss adjuster. We thank Tony for allowing AICLA to sell the book to members at a discounted price of \$30 AUD (normal retail price \$40) plus postage.

All loss adjusters would benefit from the wisdom Tony imparts in the book, from knowledge gained in his 50 years of loss adjusting experience. In an extract from the book he states ‘a skilful loss adjuster will use new tools as they become available but will also recognise that those tools will not replace the timeless principles that take loss adjusting beyond a mechanical process into the realm of art’.

To order the publication, [click here...](#)



WESTERN AUSTRALIA

The WA Division held a breakfast seminar on the Thursday 11 May 2023 at Royal Perth Golf Club in South Perth. Some 79 guests attended to hear a presentation from Adrian Grosvenor and Hugh Hurren of ATTAR on a fire scenario. The two gentlemen presented an argument from the landlord’s insurer’s perspective and then the tenant’s insurer of what to look for, how to consider approaches, use of experts and the procedure in a fire in a leased commercial premises. It was most informative and gave people plenty to think about on cause and potential recovery in what is an everyday scenario in commercial claims handling with a fire originating in tenant’s equipment in a landlord’s industrial unit. We all came away after a lovely breakfast with a little more knowledge.

Registrations are now open for our next breakfast seminar on Thursday 6 July 2023, with Phil Buckley of Australasian Timber Flooring Association (ATFA) presenting on common issues with timber flooring, causes and remedies.

NON-MEMBER MAILING LIST

[Sign up here](#) to receive LA News and notification of upcoming events.



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.