



L.A. NEWS

NEWSLETTER #227, MARCH 2024



FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear Member,

As we reflect upon the months leading up to April, I am pleased to share the progress that has been achieved to date in 2024. With eight successful division events conducted to the end of March, I extend my appreciation to our dedicated division chairs and councillors for their invaluable contributions. I was delighted to attend the Qld Division networking event in late February which provided a welcomed occasion to meet members and guests at a fantastic venue. Further details of division activities, both completed and planned, are provided in the subsequent division reports and calendar of upcoming events.

April will see our first board meeting for the year to be held in Auckland, New Zealand. It is pleasing that many directors will be attending in person. I extend a warm invitation to all NZ members to join us for a networking function at the Movenpick Hotel on April 10th which is free of charge for attendees. Registrations can be made under the events tab of the AICLA website. It will be an excellent opportunity to meet with the board and myself.

Anticipation for the Asian Claims Convention 24 in Kuala Lumpur, Malaysia is growing, and I am happy to announce the release of an updated brochure. The early response from registrations has been encouraging and to date we have attendees from 11 different countries, fitting for the convention theme of globalisation in claims. With a stellar line-up of presenters and bolstered by the generous support of our sponsors, ACC24 begins with a cocktail function on Wednesday 8th of May, followed by the two day conference (9th & 10th) including a gala dinner on the 9th. Please note, the early bird discount has been extended until April 15th, so seize the opportunity to secure your place at this premier event!

Following the conclusion to ACC24, I am looking forward to connecting with our International division members. Stay tuned as we update the AICLA website with registration details for member meetings across Singapore, Ho Chi Minh City, Hong Kong, Bangkok, and Jakarta.

Our calendar continues to fill out with a number of “national”

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
10 April	Member Networking Drinks	Auckland
11 April	Trivia Night	Melbourne
17 April	QLD Div. Breakfast Seminar	Brisbane
18 April	NSW Div. Networking Event	Sydney
8-10 May	Asian Claims Convention 2024	Kuala Lumpur, Malaysia
9 May	Claims & Canapes	Melbourne
24 May	Conference & Luncheon	Auckland
26 Sept	CC24	Sydney

and division events. Last year a remarkable 32 educational and networking events were hosted for members and industry colleagues. Your active participation is paramount to the success of our Institute, and we welcome suggestions to tailor our offerings to meet members’ needs. Remember to visit our website to stay abreast of the latest updates and events.

The Sydney Claims Convention committee is working to develop a high-quality program for this much anticipated annual event to be held at the Sofitel Wentworth on 26th September. The theme for CC24 is ‘Claims Under the Microscope – Driving Better Outcomes’ and will mark the 17th year the convention has been held in partnership with ANZIIF. I would like to thank all event sponsors and acknowledge platinum sponsor Construct Services, and gold sponsors Nearmap and Bentino.

The General Insurance Code of Practice is undergoing a review and AICLA will be making a submission seeking to strengthen the Code and specify minimum training standards for loss adjusters.

With Easter approaching I extend my wishes for a happy and safe celebration to you and your loved ones. It is also an important time for members who will shortly celebrate the end of Ramadan and the festival Songkran. With an array of events on the horizon, I look forward to the journey ahead and the opportunity to meet with members.

**Warm regards,
Nicholas Ackers, President – AICLA**



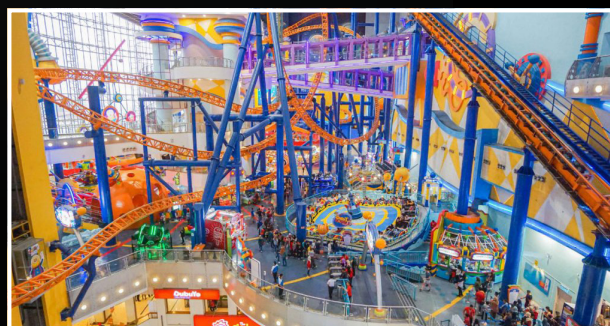


AICLA

ACC24

TECHNOLOGIES DRIVING GLOBALISATION IN CLAIMS

8-9-10 MAY 2024
KUALA LUMPUR, MALAYSIA



Members and industry colleagues are encouraged to attend this year's Asian Claims Convention, set to take place at Berjaya Times Square in Kuala Lumpur from May 8th to 10th, 2024.

This year's venue offers international visitors an opportunity to leverage a mini escape or a family holiday alongside the convention attendance. The hotel offers five star accommodation with breakfast for two people at only approximately \$100 AUD per night. Berjaya Times Square is an enormous complex with an incorporated shopping centre and also hosts Malaysia's largest indoor theme park.

Hurry, early bird ticket sales are ending soon – secure your spot now! Access tickets and the updated convention brochure conveniently via

the event's [website](#). Don't forget, delegates are entitled to 10 CPD points for attending!

This year's convention boasts unprecedented sponsor support and a diverse lineup of presentations under the theme "Technologies Driving Globalization in Claims". Expect insightful discussions and invaluable insights into the dynamic realm of claims management.

Drawing professionals from Asia, Australia, the United Kingdom, and beyond, the convention offers unmatched networking opportunities and a platform for professional growth. Don't miss this chance to stay ahead of industry trends, forge connections, and advance your career. Join us for a transformative journey at the Asian Claims Convention – reserve your place today!

MEMBERS ADMINISTRATION TIPS

To access Member forms please use password: *aicla2018*

CHANGE OF DETAILS

Keeping your information up to date ensures you receive the latest information, invitations to events and any physical mailouts including a copy of the annual AICLA diary.

Where possible, it assists us if we have multiple avenues of contact so that we can follow up should our emails bounce or if we are advised of a change in employment. The best way to do this is to ensure you have sent through:

- Your current postal address (Business postal address is preferred)
- A secondary personal email address (not for publication)
- A personal mobile number if different to your business one (not for publication).

Please use the online form *available here* or alternatively, send through an email outlining any changes to: adminoffice@aicla.org.

ELEVATIONS

The *Qualifications and Rights for Classes of Membership (QRCM)* outlines the admission and elevation criteria and the rights for classes of membership of AICLA. If you believe you are eligible for an elevation in class of membership please complete the online form *available here...*

In order to streamline elevation applications, please ensure you include the following with your submission:

- A completed CPD form demonstrating 30 CPD points achieved for the year
- A copy of any relevant qualifications including full academic transcripts for the Diploma of Loss Adjusting with exam level results if seeking elevation to Associate level.

If you are unsure whether you meet the criteria or would like any clarifications please email adminoffice@aicla.org

CONTINUING PROFESSIONAL DEVELOPMENT

All practising members of the institute are expected to comply with the requirements of continuing professional development.

To demonstrate compliance with continuing professional development, members must undertake an appropriate continuing education program.

Members are required to accumulate thirty (30) points over the year from 1 January to 31 December. One point equals one hour of qualifying professional activities.

The accumulation of points is on a self-assessment basis which is subject to random audits by AICLA. There is no need to send through completed *CPD forms* to head office unless you are applying for an elevation or are asked (due to a random audit). Instead, we ask that you complete these annually and keep them saved locally.

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Luke Holmes	Affiliate	Western Australia
Chrstina Bradford	Provisional	Queensland
Nixon Aung	Provisional	Int. Myanmar
Devendran Murugasu	Provisional	Int. Singapore
Kendrick Koa	Provisional	Victoria

ELEVATIONS

NAME	CLASS	DIVISION
Pongsagorn Lapwattanamongkol	Fellow	Int. Thailand
Pongsakorn Pattanasanti	Associate	Int. Thailand
Kerry Davis	Associate	New Zealand
Andrew Goldfinch	Affiliate	Victoria
Melinda Manallack	Affiliate	Victoria
Kristen Long	Affiliate	Queensland
Luke Holdway-Davis	Affiliate	Queensland
Nathaporn Kamphaengkham	Affiliate	Int. Thailand
Sontaya Phakdiwatsakul	Affiliate	Int. Thailand
Kraivuth Hemkraivuth	Affiliate	Int. Thailand

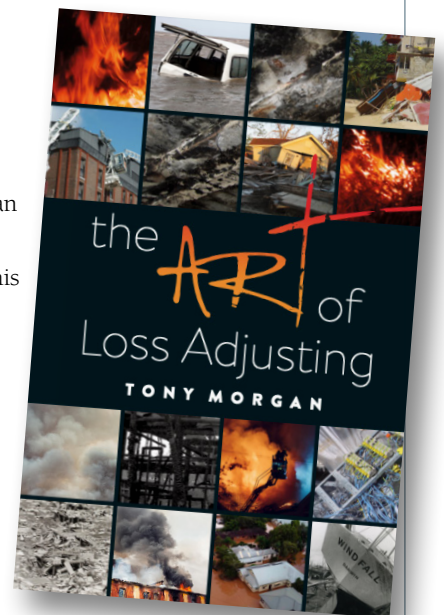
THE ART OF LOSS ADJUSTING

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



On the 8th March the Division hosted its inaugural luncheon for International Women's Day 2024 at the Duxton Hotel in the Perth CBD.

The event included an all-female panel including Jordyn Gilbert (Client Manager – Lockton Companies Australia), Rosie Pratarelli (General Manager – Midcity Group), Bree Rosagro (Special Counsel – HBA Legal) and Kerryn Woonings (Senior Marine Surveyor – Crawford & Company) to share their insights about empowering women in the industry.

The event was attended by over 100 members of the local insurance industry including many insurers and brokers, with great feedback received by all.

Many thanks to our sponsors, Construct Services, Johns Lyng Group, Midcity Group and Steamatic for their support of the event and we're looking forward to running this event again in 2025.

NEW SOUTH WALES & ACT

Our upcoming educational seminar being provided by Dale Carnegie will be held on Friday, 12 April. This is an online event so check your emails for your free registration to the seminar. This is a great opportunity for adjusters to share with your respective L&D teams to ensure that everyone can take full advantage of this training tailored for loss adjusters. A huge thank you to Dale Carnegie for providing this free to members webinar centred around Handling Difficult Conversations.

Our first NSW Networking Event for 2024 is coming up on 18 April 2024 at the Grace Hotel in Sydney CBD. The event is a wonderful way for members to get together and network.

Member tickets for this event are on sale now and selling fast. If you have not already done so please visit the AICLA website and purchase your tickets now – numbers are strictly capped for the venue. We wish to thank the Platinum sponsor Johns Lyng Group together with Gold Sponsors Abril Building Solutions, Imparta Engineers, Advanced Buildings & Restorations and EZY Projects. We thank all the sponsors for their continued support.

Further details about our upcoming training and networking events will be added to the AICLA website as they become available.



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.

QUEENSLAND

The Queensland division have had a busy start to the year with networking drinks and a breakfast seminar in the rear-view mirror already.

The networking function held in late February to kick-start the year was well-attended and feedback for the venue, The Sound Garden, was extremely positive. We would like to thank our Platinum sponsor Construct Services and Gold sponsors: Johns Lyng Group and OptiRestore for their generous support.

Our first education event of the year was held on the 20 March at the beautiful Victoria Park function centre. Guest speaker Priya Paquet, Partner at Hall & Wilcox, presented on 'Recoveries and Claims: the important role an adjuster plays in identifying recoveries and evidence gathering'. The next breakfast in this series will be held at Broncos Leagues club on 17 April and will feature a Guest Speaker from ATTAR presenting an overview on Materials Failure Analysis. These two events are made possible by the support of Platinum sponsor Realm Building Solutions and Gold Sponsors Intebuild and Johns Lyng Group.

The annual Queensland Claims Convention is scheduled for Wednesday 12 June. Tickets will be available on the AICLA website shortly.



NON-MEMBER MAILING LIST

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

WHAT KILLED THE TIGER

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

