



**FROM THE
INSTITUTE PRESIDENT,
NICHOLAS ACKERS**

Dear Members,

In just a few days, I will be departing for Kuala Lumpur, Malaysia where I look forward to extending a warm welcome to attendees of the 2024 Asian Claims Convention. The enthusiasm surrounding ACC24 is evident, with record levels of support from sponsors, partners, and attendees pointing towards an outstanding event at the Berjaya Times Square Hotel.

Ticket sales for the convention will have now closed, but with over 200 registrations already secured the response within our industry speaks to the importance and relevance of AICLA's flagship International event.

I would be remiss not to acknowledge the remarkable efforts of the organising committee, led by Chair Tony Libke, along with myself, Glyn Lloyd, Andrew Khoo, Budi Maharesi, Adrian Libke, Parinya Kaewduangtien, and Thanga Thangamany. Their dedication and tireless work in developing the program have been instrumental in shaping the success of the convention. I also extend my heartfelt gratitude to Ash Walker, Rebecca Libke, and Clare Furness for their behind-the-scenes efforts, which have been pivotal in ensuring the smooth preparation of this grand event.

The year on year success of the Asian Claims Convention bodes well for ACC25 which will take place at the Hilton Osaka in Japan from May 13th to 15th.

Please also mark in your calendar that CC24 will be held on 26 September at the Sofitel Wentworth Sydney. The organising committee is well advanced in developing a high-quality program.

Following my first Director meeting as President on April 11th, I am encouraged by the camaraderie and spirit of collaboration among the board members. It is this collective dedication to promoting the Institute and providing benefits for members that will drive us forward. I also wish to extend my gratitude to those who joined us in New Zealand for the members meeting. Following some difficult years with natural disasters it was encouraging to hear that members are eager 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
1 May	NSW/ACT Webinar	Online
2 May	Education Seminar: Liability 101	Adelaide
8-10 May	Asian Claims Convention 2024	Kuala Lumpur, Malaysia
9 May	Claims & Canapes	Melbourne
13 May	Singapore Members' Meeting	Singapore
15 May	Vietnam Members' Meeting	Ho Chi Minh City
16 May	Breakfast Seminar: AFCA	Perth
17 May	Hong Kong Members' Meeting	Hong Kong
20 May	Thailand Members' Meeting	Bangkok
22 May	Indonesia Members' Meeting	Jakarta
24 May	Conference & Luncheon	Auckland
12 June	QLD Claims Conference	Brisbane
26 Sept	CC24	Sydney

see an increase in AICLA events offered in the region.

Looking ahead, I am excited to announce upcoming international members meetings planned for Singapore, Ho Chi Minh City, Hong Kong, Bangkok, and Jakarta. During these meetings you will hear about current AICLA activities, membership pathways and case study presentation. I urge you to register your attendance via the AICLA website or through the link provided in the email sent to members.

Don't forget to check our calendar of events for upcoming networking and educational functions. Division councils devote significant time and effort to ensure access to high-quality seminars and events. Many seminars offer valuable CPD points which members must achieve each calendar year. Your involvement in local events is crucial, and we welcome your suggestions to further enhance our offerings.

It is my distinct pleasure to announce Alan Ford was unanimously voted by the Board to receive the 2024 AICLA Service Medal Award. Alan's dedication to enhancing member

knowledge and his invaluable contributions to the Claims Technicians Course are truly commendable. Congratulations on behalf of the Institute to Alan, a most worthy recipient of the award.

I am also proud to announce the 2024 Diploma Prize winner, Dorothy Cheung of McLarens, and Syd McDonald Young Adjuster winner, Palma Martin of Sedgwick. These prestigious awards highlight academic excellence and achievement by members completing the Diploma of Loss Adjusting. These recipients received the highest overall mark, and highest mark by a person under 35 respectively. Congratulations Dorothy and Palma.

The coming month promises to be both busy and rewarding, and I look forward to connecting with many of you as we continue to promote the vital work of loss adjusters.

Warm regards,

Nicholas Ackers, President – AICLA



The banner features a dark background with a network of white and yellow lines connecting various nodes, resembling a globe or a digital network. The AICLA logo is in the top left corner. The text is centered and reads: **ACC24** **TECHNOLOGIES DRIVING GLOBALISATION IN CLAIMS** **8-9-10 MAY 2024** **KUALA LUMPUR, MALAYSIA** Below this, it says: "We are delighted with the strong interest from members and others wishing to attend ACC24 in Kuala Lumpur on 8-9-10 May with the theme *Technologies Driving Globalisation in Claims*." At the bottom, it says: "The final convention brochure listing all speakers and topics is available [here...](#)"

PRESIDENT'S ASIA TOUR

The International Division will be hosting meetings attended by the President, Nicholas Ackers and CEO,

Adrian Libke, in Singapore, Ho Chi Minh City, Hong Kong, Bangkok, and Jakarta. The International Division

Chairman, Mr Andrew Khoo, will also be attending the meeting in Ho Chi Minh City. At the meeting with members and prospective members, we will provide an update on AICLA activities, a case study presentation, information on the Diploma of Loss Adjusting, membership pathways and our plans moving forward. The meetings will run for approximately 1.5 hours, with lunch or dinner provided depending on the venue.

There is no cost for members or guests interested in learning about AICLA to attend the meetings.

To RSVP for a meeting please click below:

SINGAPORE

13 May 2024 12pm – 2pm Amara Hotel

HO CHI MINH CITY

15 May 2024 5:30pm – 8:30pm Sofitel Saigon Plaza

HONG KONG

17 May 2024 12:30pm – 2:30pm On the Spot Restaurant

BANGKOK

20 May 2024 5:30pm – 8pm Sofitel Bangkok Sukhumvit

JAKARTA

22 May 2024 10am – 1:30pm Hotel Fairmont

NEW SOUTH WALES & ACT

On the 12th of April NSW held a highly interactive training session with Dale Carnegie on Handling Difficult Conversations. It was a very popular topic and the session was well attended and received some excellent feedback.

On the 1st May, we have our next technical training session on Dual insurance that will be run by Wotton + Kearney. We expect a lot of interest in this highly topical issue when it comes to claims management and adjustment.

On the 18th of April NSW held its annual Networking night at PJs in the Grace Hotel. The event sold out very quickly and was very well received. We will share some photos in the next newsletter. There was great representation from all the loss adjusting firms in Sydney, together with Insurers and representatives from suppliers / builders throughout the region.

LOSS ADJUSTING BOOKS

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

To order a copy of *The Art of Loss Adjusting* by Tony Morgan, [click here...](#)

QUEENSLAND

The Queensland division are preparing activities for the second half of the year and recently hosted its second breakfast seminar at the Broncos Leagues Club. We were delighted to see a strong turnout, and we extend our thanks to Platinum Sponsor, Realm Building Solutions, and Gold sponsors, Intebuild, and Johns Lyng Group, for their invaluable support. At the seminar, Dr. Adrian Grosvenor from ATTAR presented a fascinating overview of Materials Failure Analysis with Case Studies, enriching our members and guests with valuable knowledge and expertise.

We are thrilled to announce that the date and venue for

our largest education event of the year, the Queensland Claims Conference, have been secured. Set to take place on June 12th, this year's event promises to be bigger than ever, with the prestigious Pullman Hotel as our venue and the addition of a mini trade show during the networking lunch. The strong support from we have received to date underscores the significance of this event in our division calendar. Tickets for the conference are now available on the [event website](#), and we anticipate high demand, so we encourage you to secure your registration early to avoid disappointment.



SOUTH AUSTRALIA

Our SA/NT Division joined forces with AILA and NIBA to enjoy a networking event on Thursday, 21 March, which saw a wide variety of around 60 insurance professionals in attendance. The night was a success and allowed our Members the opportunity to meet and network with other industry talents. Special thanks to AICLA sponsors Adelaide Insurance Builders, as well as event sponsors Sparke Helmore and iQumulate Premium Funding.

We have locked in our next educational seminar, 'Liability 101' for Thursday, 2 May, at the Historian Hotel, to be delivered by Emma Doney, National Liability Manager and Executive Chartered Loss Adjuster for YDR Loss Adjusters. Emma holds a Bachelor of Laws, Diploma of Financial Services (Loss Adjusting), and 15 years of liability adjusting under her belt.

Tickets are limited so be sure to sign up quickly!

Our next seminar will be held in June and focussing on 'Conflict Resolution/Effective Negotiations', followed by our fourth and likely final seminar for the year to be focussed on Construction, to be held in October.

Your Division Committee are busy finalising plans for our upcoming luncheon on Friday, 13 September, at Adelaide Oval and more details will be released shortly.

We welcome Brad Matthews as our newest Division Member, and strongly encourage all our Members to promote the Institute to your colleagues and industry contacts.

As always, please reach out to any of your Committee Members for any support or feedback, we would love to hear from you!

VICTORIA

On Thursday 11 April 2024 the Victorian division held its first Trivia Night. Six teams of adjusters, insurers, builders, restorers and brokers battled it out for intellectual supremacy. It was a very successful evening, with positive feedback from all attendees, even if a major realisation was that sports knowledge is sorely lacking in our industry!

Congratulations to the winning team, The Crafty Squires!

AICLA VIC's next event will be Claims & Canapes, a Member / Client cocktail party to be held at Strato Melbourne Bar & Restaurant, one of Melbourne's amazing sky-high cocktail lounges, on Thursday 9 May 2024. Tickets can be purchased online [here...](#) Tickets can only be purchased by an AICLA Member, with the password previously disseminated to all Victorian division members by email.



NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Laura Miller	Affiliate	Western Australia
Joe Harrison	Affiliate	New Zealand
Shefali Walvekar	Affiliate	Victoria
Pratik Karki	Provisional	Int. Nepal
Ervin Liang	Provisional	New South Wales
Thomas Thai	Provisional	New South Wales
Danielle McMahon	Provisional	New Zealand
Brad Matthews	Provisional	South Australia
Brett Riley	Provisional	Victoria
Joseph Thomas	Provisional	Victoria
Charlie Thomson	Provisional	Victoria

ELEVATIONS

NAME	CLASS	DIVISION
Yiau Hwa (Donald) Lim	Fellow	Int. Thailand
Andrew Walsh	Fellow	New South Wales
Adhi Buana Putra Yulisman	Associate	Int. Indonesia
Kraivuth Hemkraivuth	Associate	Int. Thailand
Sontaya Phakdiwatsakul	Associate	Int. Thailand
Natthaporn Kamphaengkham	Associate	Int. Thailand
Puchakorn Plianchoaw	Associate	Int. Thailand
Tulus Nugroho	Associate	Int. Indonesia
Haritas Suttisarn	Associate	Int. Thailand
Ghea B. Prasetyo	Associate	Int. Indonesia
Rachata Thephabuttra	Associate	Int. Thailand
Dale McCord	Associate	Western Australia
Nick Tay	Associate	New South Wales
Dominic Campbell	Affiliate	New South Wales

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.

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.