



L.A. NEWS

NEWSLETTER #229, MAY 2024



FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear Members,

May has been an exceptionally busy month for AICLA, marked by significant events and achievements. The highly anticipated Asian Claims Convention, held from May 8th to 10th at Berjaya Times Square Hotel in Kuala Lumpur, was a resounding success, attracting a record-breaking attendance of over 200 delegates. The cocktail function and gala dinner provided invaluable networking opportunities while the convention featured a diverse range of topics delivered by expert presenters, ensuring a highly rewarding experience for all attendees.



I also presented the annual Carey Bird Scholarship certificate to Nick Tay, Sedgwick Sydney, at the dinner. Congratulations to Nick, who chose to attend the Asian Claims Convention as his prize after winning last year's award.

We have received overwhelmingly positive feedback and I would like to extend my heartfelt thanks to our exceptional presenters, the organising committee, sponsors, hotel staff, and, most importantly, all who attended, for making this annual event a highlight of the AICLA calendar. The success of the event sets a promising tone for ACC25, which will be held from May 13th to 15th at the Hilton Hotel in Osaka, Japan.

Following the convention, AICLA CEO Adrian Libke and I had the pleasure of presenting to members and guests in several countries. It was gratifying to see my presentations well received during the President's Tour, and I thoroughly enjoyed meeting all who attended. I thank members who shared their vision for the Institute, and I look forward to developing more international AICLA events with the assistance of local councillors. Our primary objective remains to advance the profession of loss adjusting by promoting standards and the continuous education of members to encourage best practices.

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
12 June	QLD Claims Conference	Brisbane
5 July	Seminar and EOFY Celebration	Adelaide
19 July	NSW/ACT Annual Luncheon	Sydney
23 August	QLD Trivia Event	Brisbane
26 Sept	CC24	Sydney

During the month, a number of educational and networking functions were held across Australia, and the New Zealand division hosted a conference coinciding with their Annual General Meeting. Congratulations to the newly elected NZ Division Chair, Trina Far from McLarens, and to all elected to the NZ Council. I extend my sincere thanks to outgoing Chair, Greig Halpin for his invaluable contributions during a challenging period marked by natural disasters in New Zealand.

Many national and division events are planned in the coming months. Please keep a lookout on the AICLA website and your emails to stay informed about upcoming events.

The organising committee for the Sydney AICLA & ANZIIF Claims Convention has made significant progress, with many speakers and topics already confirmed for the 2024 program. The full-day convention will be held at the Sofitel Sydney Wentworth on Thursday, September 26th. The registration brochure will be released early next week, and as we anticipate a repeat of last year's sold-out event, I encourage members to book their tickets early to avoid disappointment. Attractive early bird registration discounts will also be available.

Membership subscription renewals will be sent out in June. Subscription rates have remained steady for many years, and we are continually reviewing ways to enhance member benefits. Please visit www.aicla.org to ensure your details are current under the 'AICLA Members' page.

The past month has been both challenging and rewarding. The diverse range of events and activities has kept us all engaged and enthusiastic about our profession. I have had the pleasure of meeting many colleagues from different regions,

each bringing unique perspectives and insights that have enriched our collective understanding and approach to loss adjusting. These interactions have reaffirmed the importance of our community and the value of coming together to share knowledge and experiences.

We have a wealth of knowledge and expertise within our ranks, and by working more closely together, we can elevate our profession and provide even greater value to our clients and stakeholders. I encourage you all to participate actively in AICLA events, share your insights, and support one another in our professional journeys.

Thank you for your continued dedication and support. I look forward to what we will achieve in the coming months.

Warm regards,
Nicholas Ackers, President – AICLA

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Tanae Witheridge	Affiliate	New South Wales
Alex Hand	Affiliate	New South Wales
Anjali Sonali Sharma	Affiliate	Victoria
Tengku Kamarudin	Affiliate	Western Australia
Michael Cowley	Affiliate	Western Australia
Julian Hodge	Provisional	New South Wales
Stephen Alexander Stafford	Provisional	Queensland

ELEVATIONS

NAME	CLASS	DIVISION
Pham Duc Nguyen	Fellow	Int. Vietnam
Trevor Avnell	Fellow	New South Wales
Kayson Wong	Fellow	Queensland
Firmansyah	Associate	Int. Indonesia
Lee Sing Yong	Associate	Int. Singapore
Stephanie Holt	Associate	Queensland
Nish Chandra	Associate	Victoria
Simon Falvey	Affiliate	New South Wales
Danielle McMahon	Affiliate	New Zealand

NON-MEMBER MAILING LIST

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

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...](#)

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.

ACC24

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

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



WESTERN AUSTRALIA

Emma Curtis, lead ombudsman of AFCA addressed 103 guests at our most recent educational breakfast presentation held at Royal Perth Golf Club, Labouchere Rd South Perth on 16 May. Emma has been the lead ombudsman at AFCA for some three years with over 25 years' experience in financial services law and governance.



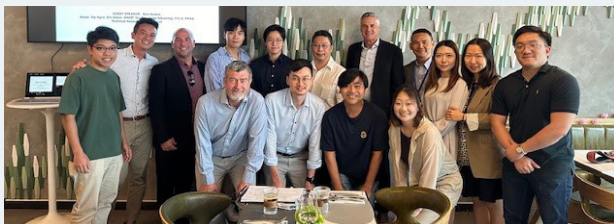
Above left to right: Nigel Lukies, Darrell Stops, Emma Curtis and Jassinta Outred

The presentation provided detail over the role of AFCA with a focus on general insurance, recent trends and current issues in general insurance complaints. Several case studies were given as examples with commentary as to what to avoid and address in such cases. The need to answer points raised by the policy holder was reinforced in any reports provided by experts on behalf of Insurers. Too often this does not occur and does not help in the review of the complaint. The slides for the presentation were made available to attendees through a mail out from AICLA and are also provided on the [event website](#).

Our next breakfast educational presentation will be held on Thursday 18 July 2024. Nicholas Williams of Tellus Holdings will talk on "Responsibilities regarding hazardous and contaminated waste in the new sustainability focused economy with focus on procedures, regulations and obligations".

INTERNATIONAL

The International Division recently hosted 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, also attended the meeting in



Ho Chi Minh City. At the meeting with members and prospective members, they provided an update on AICLA activities, a case study presentation, information on the Diploma of Loss Adjusting, membership pathways and our plans moving forward.



SOUTH AUSTRALIA

Our 'Liability 101' seminar was a great success, with 30 attendees enthralled by Emma Doney's presentation on the ins and outs of liability and interestingly, why an obvious risk just might not be obvious. A great mix of guests in the room made for an interesting question time and overall, feedback has been extremely positive! Very thankful to Emma for her time and humour in providing an entertaining presentation on the basics of liability, we are very grateful.

We are in the final stages of confirming our next seminar on Conflict Resolution, to be held at the Historian Hotel on Friday 5 July that will coincide with EOFY networking drinks. Keep an eye out for your invitation shortly and we encourage our Members to bring along a colleague or industry guest to benefit from the very relevant topic as well as celebrate the end of financial year.

Our annual luncheon is fast approaching, and we hope to be able to release exciting details soon!

As always, your committee welcomes any and all feedback and we look forward to seeing you soon.

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!

QUEENSLAND

The Queensland division has been busy preparing for its biggest educational event in its annual calendar – the Queensland Claims Conference. 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. Ticket sales have now closed with this year's event smashing attendance records with over 215 delegates registered. Our sincere thanks go to all of our sponsors, who make these events possible.

Next in our busy schedule is the Trivia event, to be held directly after the Queensland Division AGM. We have been very fortunate to secure the historical Customs House for this event. Tickets will go on sale soon so please can keep an eye on your inbox.

NEW SOUTH WALES & ACT

On the first of May, we held a well-attended technical session on Dual insurance, this was our fourth training session of 2024. This month's technical session was superbly presented by Rachel White and Matthew Foglia of Wotton + Kearney. The format of the presentation was excellent and there was some lively engagement throughout the session with members of the institute.

Please keep your eye on your inboxes for details of the next training session for members and guests that will be announced shortly. Members' feedback regarding educational and training topics are very important. Please

contact the NSW secretary with suggestions.

Member tickets are now on sale for our annual luncheon which will be held at the Four Seasons Hotel, Sydney on Friday, 19 July.

AICLA NSW networking events are continuing to sell out very quickly and we recommend early purchase of tickets to avoid disappointment. There will be a substantial discount again in 2024 for young members.

As promised last issue, we now have photographs of our networking event held on 18 April. Photos are available for viewing [here...](#)



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.