



FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear Members,

Following my return home, I can now reflect on what was a truly memorable and inspiring event, the 2025 Asian Claims Convention (ACC), held at the Hilton Hotel in the beautiful city of Osaka, Japan. With a record attendance of over 230 delegates representing 14 countries, this year's convention was a testament to the growing stature of the event internationally. From insightful presentations by industry experts to vibrant networking opportunities, ACC25 offered a platform for knowledge exchange and professional connection like never before.

The growth of what was the 11th ACC is nothing short of phenomenal. I extend my sincere appreciation to the Organising Committee, our dedicated speakers, generous sponsors, and every delegate who contributed to the event's outstanding success.

Our heartfelt thanks goes to all of our partners for the event, and particularly the Loss Adjusting Association of Japan (LAAJ), whose invaluable support and warm hospitality played a pivotal role in shaping the welcoming and collegial atmosphere of the convention. Their efforts helped foster not only a professional relationship, but also undoubtedly, a deep and lasting bond between our organisations. I look forward maintaining these partnerships well into the future. I would also like to personally thank LAAJ Chairman Mr. Hidetoshi Ota, for a wonderful opening speech, friendship and multitude of contributions to ensure Osaka was the most popular ACC to date.



Another of my ACC25 highlights was to present James Lee of YDR with his 2024 Carey Bird Scholarship Certificate. James has achieved a historic

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
3 July	SA/NT Claims Convention	Adelaide
4 July	NSW/ACT Annual Luncheon	Sydney
17 July	iAdjust	Melbourne
24 July	WA Breakfast Seminar	Perth
30 July	QLD Breakfast Seminar	Brisbane
7 August	WA Division AGM	Perth
22 August	QLD Trivia Event	Brisbane
4 Sept	WA Breakfast Seminar	Perth
17 Sept	AICLA/ANZIIF CC25	Sydney
2 Oct	Inspiring Women	Melbourne
16 Oct	WA Sundowner	Perth
14 Nov	QLD End of Year Luncheon	Brisbane
5 Dec	WA Christmas Lunch	Perth
11 Dec	VIC Division Awards night	Melbourne

milestone, becoming the first individual in AICLA's history to be awarded the Diploma Prize, Syd McDonald Young Adjuster Award, and Carey Bird Scholarship—all in the same year. This remarkable achievement reflects his outstanding dedication and technical excellence. We congratulate James and look forward to seeing his continued impact on our profession.

Following the convention, CEO Adrian Libke, International Chair Andrew Khoo, and I, had the pleasure of travelling through several cities in Asia to meet with members and guests of our International Division. We were met with warm hospitality and great enthusiasm. Thank you to all who took the time to join us—it was both energising and enlightening to hear your views, share ideas, and explore how we can further support and strengthen the profession across the region. I also congratulate all new and advancing AICLA

members who I was honoured to meet and present certificates to during these events.

Looking ahead, preparations for ACC26 in Phuket, Thailand will commence shortly. This much-anticipated event promises to build on the momentum of Osaka, and we look forward to sharing venue and date details in our next edition.

Back in our own region, Divisions are gearing up for a full schedule of activities in the coming months. Division AGMs are set to take place in August, and I encourage all members to get involved and contribute to the ongoing development of our Institute at the local level.

I'm also pleased to announce that the brochure for the AICLA/ANZIIF Sydney Claims Convention 2025 (CC25) is now available. Scheduled for 17 September at the Hilton Hotel Sydney, CC25 offers a compelling program featuring a diverse range of contemporary, thought-provoking topics. I hope to see many of you there.

Finally, recent weeks have again reminded us of nature's unpredictability. From floods, landslides, and earthquakes across Southeast Asia, to severe rainfall and flooding on the mid-north coast of New South Wales, communities have faced challenging conditions. In these instances, loss adjusters continue to play a vital role in helping communities recover and rebuild, and I commend all of you for your dedication and professionalism.

Warm regards,

Nicholas Ackers, President – AICLA

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Rob Bourne	Affiliate	Queensland
Liam Costello	Affiliate	New South Wales
Ovisek Lahiri	Provisional	New South Wales
Michelle Nailer	Provisional	New South Wales
Mustafa Essmat Taha	Provisional	Int. UAE
Karynn Tan	Provisional	Queensland
Jordan Kristiaan		
Gueli-Quaresma	Provisional	Victoria

ELEVATIONS

NAME	CLASS	DIVISION
Lim Tze Hsing	Associate	Int. Malaysia
Tanae Witheridge	Associate	New South Wales
Lance Cook	Affiliate	New Zealand
Shiaan Mohamed	Affiliate	Int. Maldives
John Chan	Affiliate	Int. Hong Kong
Teo Cheng Kim	Affiliate	Int. Malaysia

ACC25

A heartfelt thank you to all members, sponsors, presenters, and delegates who joined us for the highly successful Asian Claims Convention in Osaka.

The event was met with overwhelmingly positive feedback, and we're excited to welcome you next year in beautiful Phuket, Thailand!



PRESIDENT'S INTERNATIONAL MEMBER MEETINGS

The International Division recently completed a dynamic series of member meetings across Asia, with AICLA President Nicholas Ackers, CEO Adrian Libke and International Chair Andrew Khoo visiting Hong Kong, Ho Chi Minh City, Singapore, Jakarta, Kuala Lumpur, and Bangkok.

These well-attended sessions brought together members and

prospective members for insightful updates on AICLA initiatives, an interactive case study presentation, and valuable information on the Diploma of Loss Adjusting and membership pathways. The discussions also offered a forward-looking view of our plans for continued growth and support in the region.



INDONESIA



MALAYSIA



SINGAPORE



THAILAND



VIETNAM

SOUTH AUSTRALIA/ NORTHERN TERRITORY

Our early May networking event was a resounding success, with over 80 industry peers in attendance. The evening brought together loss adjusters, brokers and lawyers as we collaborated with NIBA and AILA to maintain our strong networking relationships. It was great to see a host of our industry friends also attend for an energising mix of connection, collaboration, and conversation.

Sincere thanks again to our event sponsors, Johns Lyng Group and Silver Wolf Projects.

Looking ahead, we're pleased to announce a joint seminar later this month, delivered in collaboration with YIPS. This session will delve into a topic that is both intriguing and highly relevant – the Wayne Tank Principle – offering practical insights that attendees can take straight back to their daily work. Tickets are available now and limited so get in quick to avoid disappointment.

Finally, the countdown is on for our flagship event of the year: the inaugural Claims Convention.

With a 'Back to Basics' theme, this full-day program is designed to reconnect professionals with the core of effective

claims practice – from technical fundamentals to compliant building practices and everything in between.

Tickets are on sale now, and places are very limited – we encourage you to secure yours early and be part of what your committee hopes will be an informative and beneficial event.

QUEENSLAND

The Queensland Claims Convention—our flagship education event—is just around the corner! Returning to the Pullman King George Square on 11 June, the event has over 190 registrations and promises a full day of learning, industry insights, and valuable networking opportunities for insurance claims professionals.

To wrap up our 2025 breakfast seminar series, mark your calendars for the final session on 30 July. Stay tuned for details on the guest speaker and how to register.

Looking ahead, the Queensland Division AGM will be held on 22 August at Cloudland, Fortitude Valley. As tradition goes, the meeting will be followed by our popular (and fiercely competitive) Trivia Night—always a highlight on the calendar!

For the latest updates and event details, visit the Events tab on our website and follow us on LinkedIn. We look forward to seeing you there!

WESTERN AUSTRALIA

On Thursday 15 May 2025 Steve Cratchley of Suncorp presented on Automation and Robotics with particular reference to the insurance industry. The feedback received from the 92 guests sums up the presentation with references to thought provoking, scary, where technology could end up and how people could easily have listened for a further 45 minutes. A number of people commented Steve is quality in terms of his knowledge and experience plus how he presents. He is easily one of the best presenters we have had plus a topic which is so pertinent and relevant to all of us. The thought of a police robot in a city in China responding to tourists in English with directions and a truck being driven from Karratha to Perth without a human in the cab have stayed with a number of people.

Our calendar for the remainder of 2025 is outlined under the heading 'Upcoming Events' under this newsletter as well as being on the AICLA website.



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...](#)

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 SPONSORSHIP GUIDE

AICLA values the support of community and corporate sponsors in delivering impactful programs, training, and events. To facilitate collaboration, we have developed a **Sponsorship Guide** designed to provide potential sponsors with a clear understanding of the criteria we consider when evaluating sponsorship proposals.

This guide serves as a resource to ensure alignment between AICLA's objectives and sponsor contributions, fostering partnerships that support professional development and industry growth.

At AICLA, our sponsorship decisions are guided by core values that shape our partnerships and contributions to the community: **Integrity, Innovation, Diversity and Inclusion, Quality, and Respect**. We seek sponsors who align with these principles and share our commitment to ethical and professional excellence.

Our sponsorship approach ensures partnerships that enhance our programs and uphold our commitment to professionalism and industry leadership.

For more information or to explore sponsorship opportunities, please refer to the *Sponsorship Guide* or contact us directly.

NON-MEMBER MAILING LIST

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

LOSS ADJUSTING BOOKS

To order your copy of *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...](#)



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.