



## FROM THE INSTITUTE PRESIDENT, LEON BRIGGS

Dear Member,

All of the health and safety legislation, practices and training can't help us in the event of something entirely out of left field, as the earthquake in February 2011 in Christchurch was. As most of you will know, Carey Bird lost his life in that earthquake – now 7 years ago last month.

With the support of Marsh, his employer at the time, we established the Carey Bird scholarship as an essay competition, with the prize being to attend either the Sydney or Asia claims convention. The essay question for 2018 is being prepared and will be announced shortly. I encourage everyone to consider entering; not only is the prize worthwhile, but it also counts for CPD points and continuing development is important for all of us (and a requirement for remaining a Chartered Loss Adjuster).

As I write this newsletter I am frantically trying to get up to date as I head on leave before going to the Asian Claims Convention in Bali from the 11th to the 13th of April. Our convention was highly successful last year and attracted some 120 delegates, with already more expected this year. There is a wide range of speakers, as diverse as marine and cyber. As always there is a focus on technology and the increasing role it plays. Often the technology discussion is about delivery channels when selling insurance, or drones or big data. The change in technology also means a change in the types of things that are insured.

Cyber is an example of a class of business that pretty much didn't exist 10 years ago, and yet a recent KPMG report stated that premiums are predicted "to rise from US\$2.5 billion in 2015 to US\$7.5 billion by 2020, reaching US\$20 billion in premiums by 2025". Allianz is quoted as predicting that losses could rise to \$2 trillion by 2020. Alongside the cyber risk is the physical risk of the assets that are being developed. Claims themselves will change; for

example, if cars are made to fly – do you need to have panel repair experience or be an aviation technician? The very nature of the claim itself, let alone the way in which we handle it, will change over time.

It is not too late to register for the claims convention and to help make it the best.

Following the convention, Tony Libke, our CEO, Andrew Khoo, the International Division Chairman, and I will be travelling to see members in Singapore, Thailand, Malaysia and Hong Kong. It is important that as an international association we continue to be relevant to all parts of the region, and visiting and listening to members is an important part of that. We hope to see many of you during that week, or at the convention.

Kind regards

Leon Briggs, Chartered Loss Adjuster  
President - AICLA

AICLA/ANZIIF  
**CC18**  
Claims Convention

## BEST PRACTICE IN CLAIMS

27th September 2018

The joint AICLA/ANZIIF Claims Convention will be held at the Sheraton on the Park Sydney on Thursday, 27 September 2018. A planning committee has been formed to develop the program for the event.

If any member has a suggested topic or speaker, they are invited to contact Tony Libke at [adminoffice@aicla.org](mailto:adminoffice@aicla.org).



The Asian Claims Convention for 2018 will be held in Bali, Indonesia from 11 to 13 April. The Venue for the convention will be the five star Grand Hyatt, Nusa Dua Bali.

Registrations for the convention can be made up until **COB Tuesday 3 April 2018** – [click here](#).

With registrations in excess of 120 and attendees from 12 countries, the convention will be the largest Asian Claims Convention held to date.

The convention is a chance to combine an outstanding convention with a holiday in the beautiful location of Bali.

The Platinum sponsor for the convention is **International Recovery Services (IRS)**.



## ADVERTISING GUIDELINES

AICLA has established advertising guidelines for members and others when they use AICLA to promote products or services via the AICLA website, brochures or LA News. These guidelines are designed to assist members and others when submitting advertisements or promotional material for publication by AICLA. For a copy of the advertising guidelines [click here](#).

## INSURANCE INDUSTRY AWARDS

ANZIIF has advised that the Australian Insurance Industry Awards are open for submissions until the 7th of May.

[Click here for the award categories and submission criteria guide.](#)

## INTERNATIONAL

In the week following ACC18 in Bali, the President, Chief Executive and International Division Chairman will be holding meetings with members in Singapore (16th April), Kuala Lumpur (17th April), Bangkok (18th April) and Hong Kong (20th April).

Any members who have not yet registered for the meetings can do so by emailing [adminoffice@aicla.org](mailto:adminoffice@aicla.org).

## NEW AND ELEVATED MEMBERS

**Congratulations to the following new and recently elevated members:**

### NEW MEMBERS

Name	Class	Division
Tim Menday	Affiliate	New Zealand
Ian Bennett	Provisional	Victoria
Arisandi	Affiliate	Int. Indonesia
Alina Michaels	Affiliate	New South Wales

### ELEVATIONS

Name	Class	Division
Scott MacGregor	Affiliate	Queensland
Yee Sng Phen	Associate	Int. Malaysia
Jackie Chan	Associate	Int. Malaysia
Luke Bardsley	Associate	New Zealand
Paul McConnell	Associate	New South Wales

# Vale – Ian Storey

By Steve Hodge



Ian Storey died on Sunday 25 February 2018 when his life support was turned off after a short and sudden battle with a rare blood cancer. Ostensibly he had been in fine health up to mid-January. His death has left his colleagues, friends and family absolutely bereft.

Ian was unique. He was born into an open household where his teacher parents moved in academic, intellectual and literary circles. Clearly his upbringing accounts for his enquiring adult mind which found a serendipitous home when he became a loss adjuster after drifting into the insurance industry in the late 1970's. After a long stint working with Norm Mclean, Ian set up as a sole trader, Ian Storey and Associates. For the next 20 years he worked as an independent loss adjuster but within the company frameworks of Freemans and, for the past 10 years, Technical Assessing. Put simply, he was the best liability loss adjuster in Melbourne but, to some extent, he was under appreciated due to some finding his robustness and direct manner too challenging.

His liability adjusting persona mirrored his life – he was fanatical about pursuing the truth, protecting the underdog and being even-handed. Of course, he picked up hundreds of stories along the way and was an unequalled raconteur. It is his stories, always personal, often self-deprecating, that will stay with us forever and keep his memory alive. His kindness and generosity were legendary. He was the least materialistic and money-driven person imaginable, except when it came to camera lens', hi-fi equipment and guitars.

Outside of work he had multiple interests; photography, AFL (Carlton FC), cricket (East Ringwood, Victoria, Australia), lawn bowls, the environment, conspiracy theories, music - both as a talented guitar player and a listener of dubious taste (Frank Zappa ?). He loved being in Australia and being Australian so much that he rarely saw the need to travel overseas.

He leaves behind 2 daughters, several grandchildren and his best friend, his father. They were at the epicentre of his life.

*We will not see his like again.*

## ON-LINE CPD

### THE GRENFELL TOWER FIRE

First, a correction: Readers of last month's on-line CPD article may have picked up on the statement about crypto-currencies that 'They are tied up with the production of goods or services'. Of course, that should have read 'They are not tied up with the production of goods or services', which is why their 'value' is only what someone else will buy them for — the 'bigger fool tomorrow' syndrome active in all the crashes of the past.

This month we look at one of the biggest and most disastrous peacetime fires suffered by London since the Great Fire of 1666. In the early hours of June 14 2017 a major fire broke out in a 24 storey public housing tower near the fashionable area of Chelsea. The fire very quickly spread via the entire outside cladding of the building and it was rendered a total loss in minutes, with the deaths of at least 71 people.

The London Fire Brigade, one of the world's most admired brigades, was totally overwhelmed. It was simply impossible to rescue more than a few of the people screaming for help at their windows, particularly as the aerial appliances (ladders and hydraulic platforms) were inadequate for the height of the building and the extent of the fire. Rescues from inside were more successful, accounting for the majority of 220 people evacuated, some under their own steam.

It was evident that the provision of only a single staircase, no sprinkler system, poorly maintained fire extinguishers and the use of flammable exterior cladding all contributed to the disaster. It is a matter of shame that all these points had been raised long before the fire, to absolutely no avail. In short, the risk was obvious and the failure to mitigate it meant that a disaster was inevitable.

A statutory public inquiry has been set up by the UK Government and at the time of writing (March 2018) it is still sitting. It is almost certain that the main conclusion of the inquiry will be a formal acknowledgement of the above complete lack of foresight.

It is of interest that the particular cladding has been used in our region and it is understood that it is being replaced. Other countries are in the same position.

We have described the event, fire brigade procedures and systems in some detail — amongst other aspects — in our paper at CPD105. We also discuss how class prejudices have impacted on people's reaction to the fire and to the relief procedures followed afterwards.

Access CPD105 on our website via the link 'Professional Development'. The User Name for members is **cpduser** and Password is **aiclacpd**. **Go to on-line CPD now.**

## EXPRESSIONS OF INTEREST - LOSS ADJUSTERS JOIN OUR QLD RURAL NETWORK

### ABOUT THE COMPANY

Cunningham Lindsey is one of the world's leading loss adjusting and claims management companies and have been integral to the Australian Insurance Industry for more than 100 years. Our 47 strategically located offices mean that around 93% of the Australian population are within a 2-hour drive of our specialists.

We provide innovative, unique and effective claim solutions which deliver an improved customer experience whilst reducing costs and strengthening brand loyalty. Associated brands include; MCL Global, FAS Global, Sergon Building Consultants, InTrust, and, Oriel Repair, Restoration and Mitigation Solutions.

To learn more about our organisation, visit our website: [www.cunninghamlindsey.com](http://www.cunninghamlindsey.com)

### ABOUT THE ROLE

In view of our continued growth in the QLD Rural Region we are seeking expressions of interest from Loss Adjusters and Senior Commercial Loss Adjusters who would be interested in joining our CL Rural Team. Our QLD Rural Region comprises 5 Branches extending from Bundaberg to Cairns along the beautiful north-eastern seaboard with access to the Iconic Great Barrier Reef and incorporating regions including The Beef and Sugar Capitals of Australia as well as both the Tropics and Dry Tropics. This Region also providing unique opportunities to conduct assessments in our remote historical Western Regions. The life of a Loss Adjuster in our QLD Rural Region is one full of adventure and opportunity with a great support team behind you.

### DUTIES

- Clarifying circumstances surrounding loss and causation;
- Verifying the nature and extent of loss / damage;
- Quantifying the work of reinstatement (material damage claims);
- Determining policy liability and providing recommendations to clients;
- Identifying and pursuing avenues for Salvage or Recovery;
- Carving out your own personal niche within the region and gaining direct appointments;
- Contributing to the further growth and success of the Branch and Region.

### SKILLS & EXPERIENCE

- Insurance Loss Adjusting Experience, especially in respect of Commercial and Domestic claims; and
- Relevant industry qualifications, particularly ANZIIF or AICLA;
- Strong organisational, and written / verbal communication skills;
- A strong service delivery focus for clients, including insurers, customers and brokers;
- The ability to work under pressure and meet targets; and
- The ability to work in a team involving the implementation and achievement of Strategic Objectives, and to provide mentoring to colleagues as required.

### HOW TO APPLY

To be considered for this role, please apply via email to [Belinda.Powell@clglobal.com](mailto:Belinda.Powell@clglobal.com) and include your resume and a brief covering letter. All applications will be treated in the strictest confidence and only shortlisted candidates will be contacted. The salary package offered to the successful candidate will be commensurate with skills, qualifications, and experience.

Cunningham Lindsey Australia Pty Ltd is dedicated to eliminating discrimination and contributing to equal opportunity in the workplace.

**WE LOOK FORWARD TO HEARING FROM YOU**



**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](http://www.aicla.org).

If you wish to advertise, please send information to [adminoffice@aicla.org](mailto:adminoffice@aicla.org).

Advertisers can remain anonymous with job applicants responding direct to AICLA.