



FROM THE INSTITUTE PRESIDENT, JAYE KUMAR

Dear Member,

One of the privileges as President is to visit Divisions and meet members and others involved in the profession. Following the successful Asian Claims Convention held in Phnom Penh, Cambodia in mid-April, Andrew Khoo, the International Division Chairman, Tony Libke, our Chief Executive, and I met with AICLA members and industry partners in Bangkok, Kuala Lumpur, Hong Kong, Jakarta and Singapore as part of our annual visit. The meetings were well attended and attracted 190 members, insurers and prospective members. At these meetings we outlined the benefits of membership, changes to the Diploma of Loss Adjusting, proposed new subscription arrangements for Asia, and membership pathways. Andrew and I also provided short PD sessions: *Restoration – Options, Benefits & Challenges, and Checklist for Property Claims*. I would like to thank attending members for their hospitality and support for AICLA.

Ahead of the May Directors' Meeting, we had the opportunity to meet with Victorian members at a social function hosted by Narelle Handley (Victoria Chair) and the Victorian Division Council. At the Directors' Meeting, the submission by AICLA in respect of recommendations from the Hayne Royal Commission received close attention. While submissions have not as yet been made public, we will endeavour to hold a meeting with Treasury to advance AICLA's position for appropriate regulation for those involved in claims handling and settlement. The Board also considered a paper in respect of a more equitable subscription arrangement for members in the International Division.

Generally it is the case that members of the International Division, who are predominantly in Asia, have lower salary levels than in Australia and New Zealand. The Board has agreed to a new three-tier subscription arrangement for 2019/20, with members in emerging countries (which include Thailand, Vietnam, Indonesia, Malaysia and Philippines) being eligible for an approximately 35% lower subscription rate. The subscription rate for other members in the International Division will reduce by circa 20%. It was pleasing to note the high level of Division activities during the past six months, with a range of education and social functions. Also, new management reports provided valuable information on the upgraded AICLA website www.aicla.org and LA News, both of which are being extensively accessed.

As reported previously, AICLA and ANZIIF have entered a long-term agreement for the continued delivery of the Diploma of Loss Adjusting. Part of this arrangement includes transitioning the Diploma modules to skills-based units. I am able to report that we now have identified members to act as Subject Matter Experts (SMEs) to guide the process and work with ANZIIF in converting the modules to skills units. We anticipate this process will be completed by the end of the year.

Congratulations to the 2018 prize winners listed below who achieved outstanding results in the Diploma of Loss Adjusting studies. These awards are prestigious and recognise high academic achievement in the Diploma studies. I would also remind members that entries for the Carey Bird Scholarship are due to close on 30 June. For further information, please see below.

Kind regards
Jaye Kumar,
Chartered Loss Adjuster
President - AICLA



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
4 July	Breakfast Seminar	Perth
18 July	iAdjust	Melbourne
26 July	Luncheon	Sydney
9 August	Trivia Event	Brisbane
24 September	Claims Convention	Sydney
15 Nov	Luncheon	Brisbane
5 Dec	Awards Gala	Melbourne

AICLA/ANZIIF

CC19
Claims Convention

DISASTERS, DISRUPTION & REGULATION

24 SEPTEMBER 2019

FOUR SEASONS HOTEL, 99 GEORGE ST
THE ROCKS SYDNEY

The 13th AICLA/ANZIIF Claims Convention will be held at the Four Seasons Sydney on **Tuesday 24 September 2019**. The theme of the convention is **'Disasters, Disruption & Regulation'**.

The initial registration brochure for the convention will be widely distributed shortly.

Included on the program will be a panel discussion covering the Hayne Royal Commission – Implications for Claims. Panel members will be Rob Whelan (ICA), Annabelle Butler (Suncorp), Sophie Devitt (DLA Piper) and Convenor Paul Angus (TurksLegal).

ASIAN CLAIMS CONVENTION 2019

As reported last month, the Asian Claims Convention held in Phnom Penh, Cambodia from 24-26 April was highly successful.



For further photos [click here...](#)

We wish to acknowledge the support of the sponsors for the event, which were:

- **Gold Sponsors:** Envista Forensics, Steamatic, Hawkins, Forensic Services, Burgoyne, IRS and Belfor
- **Other Sponsors:** Thornton Tomasetti and Approved Forensics

The 2020 Asian Claims Convention will be held on **14, 15, 16 April in Kyoto, Japan**. The hotel will be the Grand Prince Kyoto, and an organising committee is working on the program for the event.

QUEENSLAND

Queensland Claims Conference

The inaugural Queensland Claims Conference was held on 21 May at the Sofitel Brisbane Central. The final number of attendees was 95, which far exceeded the anticipated number. Feedback from members was very positive, with the vast majority enjoying the half-day format and the range of topics covered.

Our thanks go to presenters:

- Garry Sweet – ANSIC,
- Dr Martin Miller – Crawford & Company,
- David Flint – Gilchrist Connell,
- Adam Noble – Crawford & Company,
- Greg Roads – WRM Water & Environment,
- Liam Walter – RACQ,
- Adam Matteson – Suncorp and
- Dr Grant Lester – Victorian Institute of Forensic Mental Health.

Our thanks also to sponsors: Advanced Buildings, Intebuild & Steamatic.



For more photos [click here...](#)

The **Division AGM and Trivia Event** is planned for 9 August, and the popular **Charity Race Day** held in conjunction with Women in Insurance will be held on 16 October at Doomben Racecourse.

Children's Hospital Foundation

The following short story has been provided by Dani Dickinson from the Children's Hospital Foundation, who are the beneficiary from the AICLA/WII Charity Race Day.



Maddison has spent the past two years bravely fighting rhabdomyosarcoma, a rare form of cancer made up of cells that normally develop into skeletal muscles. Maddison is always smiling, even when enduring surgeries, 14 rounds of chemotherapy and 28 doses of radiation. Maddison's treatment – spanning more than a year - was a tough time for her, but it has shrunk her tumour from about the size of a grapefruit to the size of a grain of rice.

We are proud of our long history of working with AICLA and resulting in donations totally more than \$91,000!

It is because of your generous support and donations that the Children's Hospital Foundation is able to offer services in the hospital that help entertain, support and give hope to children, like Maddison, and their families. Every day, the Children's Hospital Foundation brings a little wonder to children and families when they need it most.

A magical moment of a music therapy session; to see a sick child smile when the pet therapy dog arrives at their room, the pure excitement when a celebrity - or Santa - drops by to brighten their day. All of this is only possible because of your unwavering support to working wonders for sick kids and their families.

Proud
Supporter
2019



CAREY BIRD SCHOLARSHIP

This is a reminder that the closing date is 30 June for the Carey Bird Scholarship. AICLA members are encouraged to enter for this major award, which recognises a loss adjuster by way of a written submission covering a practical claim scenario.

The prize is a framed certificate and **either**:

1. Attendance at the Claims Convention (Sydney) or the Asian Claims Convention with the winner free to select, plus airfares (economy), accommodation, meals and out of pocket expenses associated with attendance at the convention; or
2. A cash payment of AUD\$3,000.

For full details please [click here...](#)

WHAT KILLED THE TIGER

Copies of the book, *What Killed the Tiger: the Extraordinary History of Australasian Loss Adjusters* are available.

If you have not already ordered a copy please [click here...](#) for the order form.



NEW ZEALAND

On Friday 24 May, the New Zealand Division held its second half-day conference and luncheon at The Maritime Room on Princess Wharf, Auckland, a splendid venue overlooking part of the harbour. This was our second attempt at this format and with a bit more upfront planning and organisation it developed into a good day.

Greig Halpin, Division Chairman started the day welcoming all delegates and guests from our industry, followed by an Institute overview from our CEO, Tony Libke.

Presentations were from:

- Peter Smith, a retired principal of Spencer Holmes Engineers who spoke on issues with concrete flooring systems in modern commercial buildings,
- John Borland of ISACorp, a fraud investigator who offered some interesting interview techniques and behavioural insights,
- Brad Cuff of DLA Piper, on the Contract & Commercial Law Act 2017 and the Fire Emergency NZ Act 2017.

Our thanks to the speakers for giving up their time.

Our AGM was held at midday, timing of which was assisted by the adjacent Maritime Museum firing a

miniature cannon- loudly! Greig continues in the Chair role with incumbent Councillors Nick Dench, Trina Far, Albert Stassen & Margaret Chow all being nominated from the floor. Dave Merritt was absent but had previously agreed to continue.

The afternoon kicked off with a sponsor's product presentation from Hallertau Breweries of Auckland. JB Hifi donated a speaker system won by Des Radford of Vero Liability who had only entered the building moments before.

Luncheon followed with 84 persons, including guests, in attendance - one of our largest gatherings for many a year. At its conclusion, Nigel Latta, a NZ TV personality and psychologist spoke on "Stress and the Brain" digging down to primeval origins of why some people are different and act differently. Anecdotes from big spiders on your face to one on one interviewing murderers in a prison woodwork shop, were interesting to recall. Nigel presented in an interesting and humorous style and was well received.

The day wrapped just after 4:00pm with several members continuing their catching up down the road.

In addition to the aforementioned sponsorship, we also thank Maltbys, Hampton Jones, Regenisys, and Tonkin & Taylor.

For further photos [click here...](#)



VICTORIA

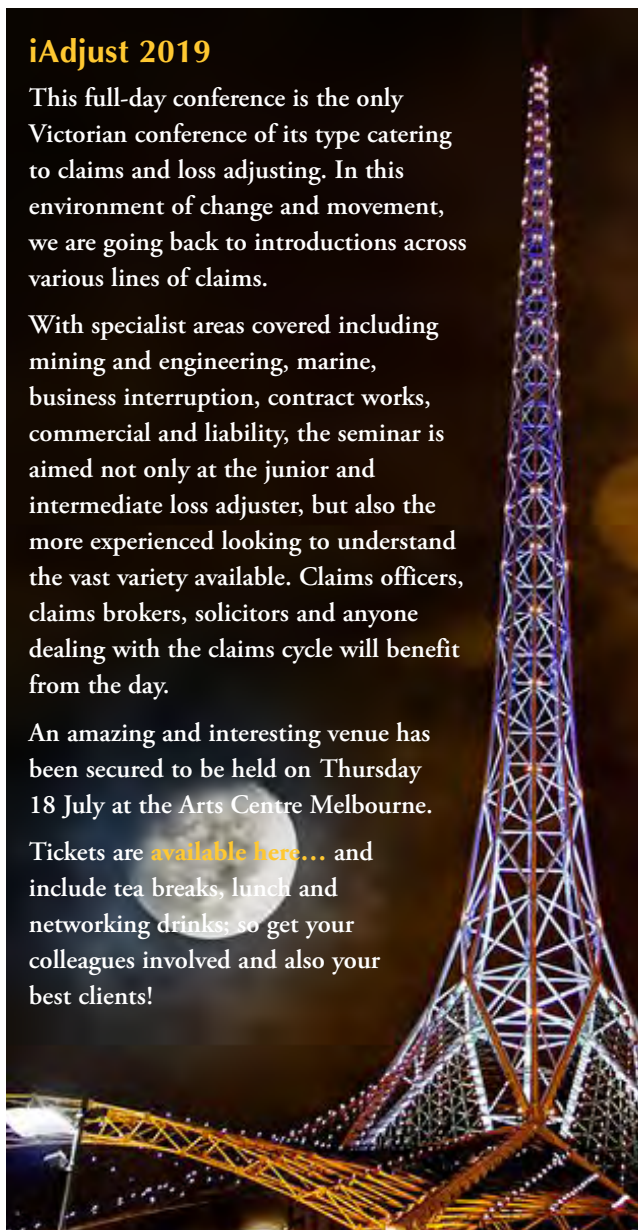
iAdjust 2019

This full-day conference is the only Victorian conference of its type catering to claims and loss adjusting. In this environment of change and movement, we are going back to introductions across various lines of claims.

With specialist areas covered including mining and engineering, marine, business interruption, contract works, commercial and liability, the seminar is aimed not only at the junior and intermediate loss adjuster, but also the more experienced looking to understand the vast variety available. Claims officers, claims brokers, solicitors and anyone dealing with the claims cycle will benefit from the day.

An amazing and interesting venue has been secured to be held on Thursday 18 July at the Arts Centre Melbourne.

Tickets are [available here...](#) and include tea breaks, lunch and networking drinks; so get your colleagues involved and also your best clients!



PRIZE WINNERS

Congratulations to the following AICLA prize winners on their awards in respect of studies in 2018 in the Diploma of Loss Adjusting course. Enrolments in the diploma course continue at high levels, making it a great achievement by the prize winners. Details of criteria for the awards are [available here...](#)

Loss Adjusting Diploma Prize:

Christine Ferguson, Crawford & Company, WA

Charles Buchanan Prize:

Neil Ackerman, Crawford & Company, QLD

Syd McDonald Young Adjuster Prize:

Melanie Richardson, Sedgwick, QLD

Ted Cooper Prize (WA):

Adam George, Australia, WA

Brian Geraghty Prize (QLD):

Neil Ackerman, Crawford & Company, QLD

INTERNATIONAL

Following ACC19, the President, CEO and International Division Chairman visited members and other industry groups in Singapore, Kuala Lumpur, Bangkok, Jakarta and Hong Kong. The meetings were well supported and we thank those members who took the opportunity to come along to the information sessions.

For more photos [click here...](#)



WESTERN AUSTRALIA

The recent WA Division breakfast was very successful, with approximately 80 attendees.

The speaker was Paul Newell, Chemical Operations Group, who covered:

- Background on clandestine labs
- Statistics – risks, prevalence, issues, health effects
- National and State Guidelines

Paul is the operator of Chemical Operations Group, the leading provider of expert illicit drug training and specialist services in Australia.



NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Nathan Baran	Provisional	Queensland
Josh Walters	Provisional	South Australia
Ewen Stephens	Affiliate	New Zealand
Dan Holmes	Provisional	Victoria
Khalil Hasan Bouzo	Affiliate	Int. Kuwait
Shoichi Sato	Affiliate	Int. Japan
Maki Totoku	Affiliate	Int. Japan
Yutaka Misawa	Affiliate	Int. Japan
George de Lorey	Associate	Victoria
Thomas Gibbs	Affiliate	Victoria

ELEVATIONS

Name	Class	Division
Moh Wai Kei	Associate	Int. Malaysia
Kayson Wong	Associate	Int. Thailand
Mark Cook	Affiliate	New South Wales
Ian Bennett	Affiliate	Victoria
Nigel Lloyd	Associate	Western Australia
Tan Meng Yuan	Affiliate	Int. Singapore
Chun Kit Yee	Associate	Int. Singapore
Diego Ascani	Affiliate	New South Wales
Pham Duc Nguyen	Associate	Int. Vietnam
Daniel Hoffrichter	Affiliate	South Australia

ON-LINE CPD

LOGIC AND SOFTWARE

It's the obvious question — ignored by many at their peril — especially when planning a career path: 'Will my chosen profession ever be replaced by the computer?' To put any anxiety straight to rest, we should say that in our opinion for the noble art of loss adjusting the answer is certainly not!

But obviously the computer, with its virtual infallibility if programmed correctly — and if it remains unhacked! — has replaced many roles in the business, medical, educational and just about every other endeavour. Careers which involved mainly administrative functions against a background of factual knowledge capable of being stored on a database are rapidly being threatened — the buzzword is 'disrupted'. Not necessarily replaced by the computer but radically changed.

As an aside, when we use the term 'chosen profession' it is ironic that many of us have 'accidentally' moved into loss adjusting from other professions, providing a very useful cross-fertilisation in this increasingly specialist world.

But to return to the topic, the next question to be asked is 'Why not?'. Simply, no computer yet has replaced that essential function of judgement and empathy and has largely failed to cope with the wide variation of scenarios, possibilities and human aspects that we as adjusters face every day.

Meanwhile, it is useful to explore just how computing has developed and how it can assist the busy adjuster. We've gone further in our two-part paper at CPD118 and CPD119. We develop the simple IF...THEN...ELSE logic which is one of the most basic structures in thinking and computing, and as an illustration we go on to create a mythical program for mechanically solving the purely mathematical and logical problems encountered in the underinsurance situation.

This has been reported as 'heavy going' but may be an interesting challenge for those not au fait with the purely mechanical functions of the computer. Others with programming experience will probably scoff as we have deliberately used an archaic computer language to illustrate a practical application, because in our opinion it is an excellent language for demonstrating simple logic. This two-part paper will not appeal to the programming expert. For the others: see what you think!

The password to the Member section of our website is **aicla2018** and you proceed via CPD Papers and Quizzes. Unless you opted to turn off cookies, you will only need the password the first time you access that section.



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.