



FROM THE INSTITUTE PRESIDENT, JAYE KUMAR

Dear Member,

As the newly elected President of AICLA, a brief background about me.

I have been an AICLA Board member since 1999, having held board roles as Division Chairman (WA) and International Development Director since its inception in 2004. I am humbled and overwhelmed by the endorsement by the AICLA Board of my election as 12th President and I look forward to continuing the legacy of the good work of my predecessors. In particular, I would like to take this opportunity to thank on behalf of all members the tremendous contribution made by Leon Briggs over the past two years.

The insurance industry in Australia is at the cusp of some major changes following the 2018 Financial Services Royal Commission. The winds of change are coming and we have to be ready. It is expected that there will be higher level of delivery standards imposed on insurers of their products and services and this may filter to other sectors of the claims handling sector including loss adjusters.

Loss Adjusters reflected well merely by not being singled out, but any impending recommendations of the Royal Commission may pose some challenges for the profession. I am however, optimistic it will offer opportunities for us and any required operational changes will provide us with more relevance and recognition as an integral (important) part of the industry. Of course, this will require us to think outside the square to find effective ways to offer our services. Some of our industry colleagues are already doing this and though it may be arguable what they are offering is no longer loss adjusting they are providing upstream and downstream claims handling services that goes beyond traditional loss adjusting.

Those of us who have been in the industry for many years would have seen the seismic shift in claims handling, namely, it is becoming more process driven, especially the low value attritional losses which were the bread and butter of loss

*Thank you to
Leon Briggs for
his contribution
during his time
as President.*



adjusters. We are now only being engaged for more complex or high value claims where our professional standing stacks up. It will require us to be more professional and competent in our service offerings.

As a Chief Operating Officer of a major Insurer once said, ***“when we do not need you, you are Our Service Provider, when we need you, you are our Service Partner”***. To most of our Clients, we remain the latter.

At the recent AGM, there was a Special Resolution to amend Clauses 11.5 and 13.1 (f). These changes were deemed by the Board in the best interest of recognising the evolving nature of membership and the growth of multi-disciplinary business models, which exist across many sectors of the economy. I am pleased to report that the vote for the Special Resolution was passed overwhelmingly, with one vote against. Members will be required to inform their client/principal, the insured and any other relevant parties of any business connections, interests or circumstances which may be deemed likely to influence the judgement or the quality of the Member's service to such party. It also clarifies that holding a few shares or minor interest in a building company does not of itself make a person ineligible for membership.

We have introduced to LA News a table of Upcoming Events, which should be of assistance to members and others.

I look forward to my next two years as President to work with our Australasian and International members to continue to provide professional development, greater recognition and cross border opportunities.

Kind regards
Jaye Kumar, Chartered Loss Adjuster
President - AICLA

AGM

The Annual General Meeting for AICLA was held on Wednesday 24 October in Sydney. At the AGM the following office bearers were confirmed for 2018/19:

President	Jaye Kumar	WA
Deputy President	Glyn Lloyd	QLD
Executive Member	Andrew Khoo	Malaysia
Education Director	Michael Davies	SA
Treasurer/Secretary	Tony Libke	QLD

CC18

The following are photos from the CC18 dinner and AICLA prize presentations.



[Click here for further photos](#) (password **aicla2018**)

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
12-13 Nov 2018	Workshop	Kuala Lumpur
16 Nov 2018	End of Year Lunch	Brisbane
21-22 Nov 2018	Workshop	Bahrain
22 Nov 2018	Breakfast Seminar	Perth
29 Nov 2018	Seminar	Adelaide
6 Dec 2018	Awards Dinner	Melbourne
27 Feb 2019	Race Day	Brisbane
24-26 Apr 2019	ACC19	Phnom Penh

NEW SOUTH WALES

Combined AICLA/AILA Panel Discussion

A joint AILA/AICLA panel discussion on the history and evolution of ISR policies in Australia was held on Thursday 20 September at the offices of Wotton + Kearney. Tony Morgan of Sedgwick, Krissie Vale of Wotton + Kearney and Rob Bakowski of Allianz Global Corporate and Specialty discussed the historical context of ISR policies and provided their expert insights regarding the practical approaches in dealing with ISR policies from a claims perspective. Although a free event, the seminar was a "sell out" success, and the Division Council plans to hold similar combined events from early 2019.

New Members/Elevations

The NSW Division Council are pleased to offer their congratulations to Carl Stanmore on his recent elevation to Affiliate status. Congratulations also to Derek Blackwell, who many AICLA members have met over the years, recently being confirmed as a Provisional member, after thirty odd years of loss adjusting

Save the Date – 2018 AICLA (NSW) Cocktail Party

Planning for our annual cocktail party, to be held on Friday 13th of December in the Westpac Long Gallery at the Australian Museum in Sydney, is progressing well. Invitations to purchase tickets will be circulated to members in the coming weeks.

The cocktail event will attract industry guests from insurers, brokers, claims administrators, loss adjusters, solicitors, experts and suppliers to the industry. Lucky door prizes will be awarded throughout the night and an amazing food and drinks package is included in the ticket price.

Twin tickets will be issued, so we strongly encourage members to send a save the date to some of your favourite clients, so you can bring them along and make it a night to remember. Look forward to seeing you there.

SOUTH AUSTRALIA

The SA Annual Luncheon was a huge success this year, with another unprecedented attendance of over 170 Loss Adjusters, guests and sponsors, with the event being a sell-out. The National Wine Centre was a wonderful setting for the event, with ex- Australian Cricketer, Mr Wayne Phillips, as MC, and Mr Tim Jarvis, an environmental scientist, author and adventurer, whose most recent Antarctic expedition in 2013 involved the authentic recreation of the historic 1916 survival journey by polar explorer, Sir Ernest Shackleton, as Guest Speaker.



Over \$3,000 was raised for the Red Cross Emergency Relief Fund, which aids victims of events like the current drought, various bushfires, cyclones and other such events, all of which are part of a Loss Adjuster day to day life.

An “After Party” was held at the Nola Bar, which was attended by over 100 guests, which can only suggest that “a good time was had by all”.

It is clear this has become a flagship event on the South Australian insurance calendar and we will look to increase the capacity next year to accommodate all our guests and sponsors.

In the meantime, the committee is working towards another Training Seminar on 29 November 2018. This seminar will be a different focus from our previous seminars and will be addressing the subject of “*Unreasonable, querulant and vexatious self-represented Litigants*”. The speaker is Dr Grant Lester, a Consultant Forensic Psychiatrist, who has spoken at various other training seminars for AICLA around the country. For more information and to register [Click here...](#)

QUEENSLAND

The final event for the year will be the **Annual Luncheon**, to be held at Tattersall’s Club Brisbane on Friday, 16 November. This is always a great occasion for members, retired members, sponsors, insurers and others associated with the industry to come together for a social event. The luncheon speaker this year will be well-known former radio personality Jamie Dunn. To register [Click here...](#)

The AICLA/WII **Charity Race Day** has been rescheduled to the 27th of February (tentative awaiting confirmation from Brisbane Racing). Most of the registrations are being carried forward to the new date, and there is a small number of tickets still available so book early to avoid disappointment [Click here](#) We’d like to acknowledge the major sponsors for the event – Morse Building Consultancy and Advanced Buildings.

VICTORIA

On Thursday 11 October 2018 the Victorian Council held our inaugural Inspiring Women High Tea event to celebrate and promote the significant contribution women have made to the Australian insurance industry.

The Grand Ballroom at The Windsor Hotel proved to be the perfect setting for the event where in excess of 80 attendees enjoyed hearing four key industry women with over 120 years’ experience between them share some of their experiences and challenges.

The Council would like to extend their sincere thanks to Val Dunham, Sonja Webb, Elizabeth West and Tainui McGregor for being our panel speakers and for providing us all with frank and personal insight into how they firstly got into the insurance industry, and then achieved their current status in what is still (currently, at least) a male dominated arena. You were definitely inspiring.

We are sure everyone took something away with them, aside from a few cake related pounds.



The **Victoria Division Awards Gala** will be held at The Crown Palladium on Thursday 6 December 2018. Members and guests are invited to attend what will be an entertaining evening.

For more information and to register [Click here...](#)

ASIAN CLAIMS CONVENTION 2019

The initial registration brochure for the Asian Claims Convention, to be held on **24, 25, 26 April 2019** in **Phnom Penh, Cambodia** is being finalised. The venue for the convention will be the Sofitel Phnom Penh. As reported previously, sponsorship has been strong and we are now finalising the program with speakers from across the region.

INTERNATIONAL

A two-day joint AICLA/MII workshop will be held on 12 & 13 November in Kuala Lumpur, Malaysia. This technical workshop will cover *Managing Catastrophe Claims*. Members and guests are invited to attend this interactive seminar, which is aimed at the intermediate level for insurance professionals.

[Click here for more information.](#)

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Derek Blackwell	Provisional	New South Wales
Jodie Brown	Provisional	Victoria
Bindhu Jaideep	Affiliate	Victoria
David Ng Siong Yee	Affiliate	Int. Singapore

ELEVATIONS

Name	Class	Division
Richard Jones	Fellow	South Australia
Donna McKenzie	Fellow	Western Australia
Oliver Kreis	Affiliate	New Zealand
Duncan Muress	Affiliate	Western Australia

ON-LINE CPD

THE EUROPEAN DATA PROTECTION REGULATION

Partly as a result of the recent accounts of major breaches of privacy involving well-known software and social media companies, we are currently very much aware of the issue of privacy in our on-line lives.

Well publicised breaches have included the deliberate dissemination of private information to third parties as well as the accidental leaking of this information via intrusion into insecure systems, both invariably being without the knowledge of the people whose personal information has been distributed. This information includes such sensitive issues as birth origin, religious beliefs, political leanings, financial status and so on... A less dangerous but nonetheless irritating type of data collection includes such items as hobbies, spending patterns and tastes. This is of course part and parcel of the operations of the mighty advertising industry, whose intrusive tentacles need little comment.

Today's computer and on-line facilities are such that rapid — almost instantaneous — assembly and categorising of personal information is a trivial task — one that would have been prohibitive before the digital age owing to the resources required. Today, a relatively simple computer system with equally elementary software and modest data storage (becoming increasingly inexpensive) is perfectly capable of collecting and sorting the data appertaining to millions of people.

The collection of such data would not so long ago have required an army of interviewers physically meeting with targets and compiling manual lists. Now that so much of our lives are on line, that data is already there for the picking. The collector and assembler of information simply has to know where to look among the millions of databases.

Humanity has a long history of developing legislation in an attempt to prevent newly emerging abuses of process, either by industry or even by authorities. The issue of data privacy is no different. Perhaps predictably, an institution well-known for its tendency to attempt comprehensive (some would say a little ponderous) legislation has intervened in the shape of The European Data Protection Regulation.

Although our region is on the other side of the globe, it is probable that local legislation to come will follow many of the concepts contained in that Regulation. We have therefore reproduced a selected extract in CPD113. Privacy is very much a feature of our routine work — let alone the possibility of liability claims arising as a result of privacy breaches...

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.