

AICLA QLD Claims Conference 2023

Time	Topic	Name	Title	Company
8.00 am	Registration & Coffee			
Convenor: Michael Brock, Charles Taylor Adjusting				
8.30am	The Art of Loss Adjusting	Tony Morgan	National Executive MCL Adjuster	Sedgwick
9.15am	An Engineer's Role in Building Insurance Claims	Karl Aldrich	Managing Director	KMA Consulting Engineers
9.45am	Recoveries in an Insurance Context - A Lawyer's Perspective	Larissa Sutter	Senior Associate	Wotton + Kearney
10.15am	Morning Tea			
Convenor: Mark Mellor, Crawford & Company				
10.45am	Panel Discussion: Vulnerable Customers - What the Industry Can Do Differently	Wendy Keeling	Claims Manager	Coast to Coast Insurance Brokers
		Kylie MacFarlane	Chief Operating Officer	Insurance Council of Australia
		Kim Scaysbrook	Customer Care Manager	Sedgwick
		Nicole Wishart	Manager, Customer Advocacy	Suncorp
		Moderator: Glyn Lloyd	Director - Liability, Australia	Charles Taylor Adjusting
11.45am	Making Sense of Cyber - Current Issues in Cyber Security & Insurance	Stan Gallo	Partner, Forensic Services	BDO
12.15pm	A Double Shot of Happiness - Tim & Judy Sharp			
1pm	Lunch			