

ASIAN CLAIMS CONVENTION 2012

# SHANGHAI

Claims Globalisation – Risks & Challenges

18 – 19 April 2012

**The Longemont Hotel**  
1116 West Yan'an Road  
(Yan'an Xi Lu), China



Australasian Institute of  
Chartered Loss Adjusters

**Sponsored by:**



LWG Group



Matson Driscoll  
& Damico



IBM



McLarens Young  
International



Belfor



Pierre Leong  
& Co.

**In partnership with:**



International Federation  
of Adjusting Associations



Malaysian  
Insurance Institute



Singapore College  
of Insurance

**QUALIFYING PROFESSIONAL HOURS: 14**

# ASIAN CLAIMS CONVENTION – SHANGHAI

18-19 APRIL 2012

## ABOUT THE EVENT

The two day convention will cover key issues impacting the claims sector of the insurance industry. Delegates will receive information and share insights from leading professional speakers from a wide range of fields. The presentations are highly topical and relevant in a dynamically changing global insurance market.

## THE VENUE

The convention venue is the spectacular 5 star Longemont Hotel in Shanghai [www.thelongemonthotels.com](http://www.thelongemonthotels.com).

Room includes free internet access, inclusive of 15% surcharge, large double bed, widescreen tv and 1 free breakfast.

## WHO SHOULD ATTEND

Professionals engaged in the insurance industry, particularly in the area of claims including senior insurance company managers, brokers, re-insurers, loss adjusters, professional consultants, insurance lawyers, suppliers and service providers.

## TRANSLATION

A simultaneous professional English and Mandarin translation service will be provided throughout all convention sessions.

## SPONSORSHIP

There are a number of sponsorship packages for interested parties. For a copy of the sponsorship proposal, please contact Tony Libke at [adminoffice@aicla.org](mailto:adminoffice@aicla.org).



# ASIAN CLAIMS CONVENTION – SHANGHAI

## 18–19 APRIL 2012

### PROGRAM OUTLINE

#### Wednesday 18/4/2012

**8.00 – 9.15am**

**Registration**

**9.15am – 9.30am**

**Opening**

**9.30am – 10.15am**

**Business Interruption – The Measurement & Associated Issues Arising from the 2011 Japan Earthquake**

Norman Kwan – Director

Matson Driscoll & Damico Limited, Hong Kong

**10.15am – 10.45am Morning Tea**

**10.45am – 11.30am**

**Product Liability – China the Workshop of the World**

Simon Weston – General Manager – Technical Services

Crawford Tino Insurance Surveyors & Adjusters Co. Ltd, China

**11.30am – 12.15noon**

**Overview of Loss Adjusting and Claims in China – the Opportunities & Challenges**

Pierre Leong – Managing Director

Pierre Leong & Co, Hong Kong

**12.15pm – 1.15pm Lunch**

**1.15pm – 2.00pm**

**Property Loss Claims – Reducing the Quantum**

Bruce Swales – Managing Director

LWG Consulting Pte Ltd, Singapore

**2.00pm – 2.45pm**

**CAT Experiences – Earthquakes Japan and New Zealand**

Russell Henderson – Asia Regional Director

Cunningham Lindsey (Hong Kong) Ltd, Hong Kong

**2.45pm – 3.15pm Afternoon Tea**

**3.15pm – 4.00pm**

**The Persistence of Human Factors in Machinery Breakdown  
– Despite Increasing Automation**

Barry Dillon – Managing Director

Forensic Services Malaysia (M) Sdn Bhd, Malaysia

**4.00pm – 4.45pm**

**Liquefaction – the Christchurch Experience**

John Leeves – Director

Tonkin Taylor, New Zealand

**7.00pm – 11.00 pm Official Dinner**



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## 18–19 APRIL 2012

### Thursday 19/4/2012

**8.15am – 9.00am**

**Arrival/ Registration**

**9.00am – 9.45am**

**Fuelling the Workshop of the World – Commodity Shipments into China**

Danish Sultan – Managing Director

PacMarine Services Singapore, Singapore

**9.45am – 10.30am**

**Jewellery & Fine Art Insurance in China – a Broker's Perspective**

Kevin Yu – Head of Manufacturing Risk Solutions

Willis Insurance Broker Co Ltd, China

**10.30am – 11.00am Morning Tea**

**11.00am – 11.45am**

**Property Loss Claims – Restoration Technologies and Applications**

Brian Whitmore – Managing Director

Belfor (Asia) Pte Ltd, Singapore

**11.45am – 12.30pm**

**Claims Payments Under Global Programmes – Pitfalls for the Unwary**

Melissa Russell – Senior Associate

Kennedy's, Hong Kong

**12.30pm – 1.30pm Lunch**

**1.30pm – 2.15pm**

**Professional Indemnity Construction Risks**

**– Crossing the Line – Workmanship/ Supervision vs Design**

Ian McWalter – Managing Director

FT Adjusting Pty Ltd, Australia

**2.15pm – 3.00pm**

**Major Aviation (Partial) Loss – Recovery & Repair**

Neil Smith – Regional Director, Asia/Pacific

Air Claims Services (Far East) Ltd, Singapore

**3.00pm – 3.30pm Afternoon Tea**

**3.30pm – 4.15pm**

**The Hong Kong/ Zhuhai/ Macau Bridge – The Road Ahead**

Li Qiang – National Engineering Manager

McLarens Young International (China), China

**4.15pm – 5.00pm**

**Smarter Claims - Applying Analytics to Claims and Fraud Management**

John Fisher – Senior Insurance Solutions Manager, Global Growth Markets

IBM, China

**5.00pm – 5.15pm**

**Closure, presentation to sponsors, Thank You**



# ASIAN CLAIMS CONVENTION – SHANGHAI

## 18-19 APRIL 2012

### Registration Form/ Tax Invoice - ACC12 Registration

Please complete form in **BLOCK LETTERS**. Payment must accompany registration form.

### DELEGATE DETAILS

Title:  Mr  Mrs  Ms  Dr

AICLA/IFAA/MII/SCI Member  Non-Member

Surname: \_\_\_\_\_ Given name: \_\_\_\_\_

Position: \_\_\_\_\_ Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

State: \_\_\_\_\_ Country: \_\_\_\_\_ Postcode: \_\_\_\_\_

Business phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: (confirmation will be sent to this address) \_\_\_\_\_

Preferred name on badge: \_\_\_\_\_

Dietary requirements:  Vegetarian  Other please specify: \_\_\_\_\_

### POST CONVENTION TOUR

Please tick if you are interested in receiving information on a 5 day post convention Shanghai – Beijing tour with travel agent Wendy Wu (Tour dependent on minimum numbers).

### REGISTRATION

#### Full convention registration

Includes convention program (2 days), materials, one gala dinner ticket and lunch and refreshments on both days of the convention.

#### Early Bird (paid before 30 March 2012)

	Member (AICLA, MII, IFAA, SCI) USD \$	Non-Member USD \$
Individual registration	<input type="checkbox"/> \$700	<input type="checkbox"/> \$800
Multiple registration (3 or more from one company)	<input type="checkbox"/> \$600	<input type="checkbox"/> \$700

#### Standard (paid after 5 pm Friday 30 March 2012)

Individual registration	<input type="checkbox"/> \$800	<input type="checkbox"/> \$900
Multiple registration (3 or more from one company)	<input type="checkbox"/> \$700	<input type="checkbox"/> \$800

#### One day convention registration

(Includes entry to the convention program on either Wednesday or Thursday and convention material)

Wednesday only registration	<input type="checkbox"/> \$450	<input type="checkbox"/> \$550
Thursday only registration	<input type="checkbox"/> \$450	<input type="checkbox"/> \$550

# ASIAN CLAIMS CONVENTION – SHANGHAI

## 18-19 APRIL 2012

### CONVENTION DINNER

Member  
(AICLA, MII, IFAA, SCI)  
USD \$

Non-Member  
USD \$

#### Additional tickets (for colleagues or partners)

Gala dinner

\$100 / person

\$100 / person

Names: 1. \_\_\_\_\_ 2. \_\_\_\_\_

3. \_\_\_\_\_ 4. \_\_\_\_\_

Dietary requirements:  Vegetarian  Other please specify: \_\_\_\_\_

### ACCOMMODATION

#### Longemont Hotel

Arrival date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Departure date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

No of nights @USD \$170 \_\_\_\_\_ USD \$

### TOTAL AMOUNT PAYABLE

**Convention & Accommodation** \_\_\_\_\_ **USD \$**

### PAYMENT DETAILS

#### 1) Cheques

Cheques/ bank draft to be made payable to AICLA – GPO Box 1502 Brisbane Australia 4001

#### 2) EFTPOS/ Direct Credit

Bank account: National Australia Bank

Bank address: Level 22, 100 Creek Street Brisbane Australia 4000

Account name: Australasian Institute Of Chartered Loss Adjusters (AICLA)

Account number: AU1LAUSD01 Swift Code: NATAAU3302S

Our address: AICLA, 4th floor Canegrowers Building, 190 Edward Street Brisbane Australia 4000

Reference: Your name as per registration form

#### 3) Credit Card Visa Mastercard Diners Club Amex

Card number:

Cardholders name: \_\_\_\_\_ Expiry date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Amount: \_\_\_\_\_ \$

Cardholders signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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## 18-19 APRIL 2012

### Cancellation and substitution policy

- Cancellation in writing made before 30 March 2012 – full refund less \$100 administration fee.
- Cancellations received after 30 March 2012 – no refund.
- In the event of a registrants inability to attend, a substitute delegate is welcome. Substitutions may be made at any time prior to 18 April 2011.

### Changes to the program

- If necessary the organising committee reserve the right to alter the program without prior notification to delegates.

### Organising Committee

Ian Lavin – McLarens Young International, Hong Kong

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Mike Campbell-Pitt – Crawford (Hong Kong) Ltd, Hong Kong

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Jaye Kumar – Australian Network Adjusters, Australia

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Tony Libke – Australasian Institute of Chartered Loss Adjusters, Australia

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Iain Mellors – McLarens Young International, China

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Jeffery Tan – Mestari Adjusters Sdn Bhd, Malaysia

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## TO CONFIRM YOUR BOOKING

**Please complete the form with payment and return to:**

Australasian Institute of Chartered Loss Adjusters (AICLA)  
GPO Box 1705, Brisbane Qld 4001

Phone: +61 7 3229 6663 Fax: +61 7 3221 7267

Email: [adminoffice@aicla.org](mailto:adminoffice@aicla.org)

