

AICLA/ANZIIF

CC13

ClaimsConvention

BALANCING PERCEPTIONS AND REALITY IN CLAIMS MANAGEMENT

THURSDAY 1 AUGUST TO FRIDAY 02 AUGUST 2013
THE WESTIN, 1 MARTIN PLACE, SYDNEY

PD RATINGS • ANZIIF CIP: 9 points • AICLA CPD: 9 points

ONLINE REGISTRATIONS NOW AVAILABLE. PLEASE VISIT WWW.THEINSTITUTE.COM.AU



PLATINUM SPONSOR:





Over the past 12 months, the insurance industry has been battered by turbulent economic and social issues — from global disasters, cyber risk and rapid advancements in technology, to increasing competition and changing consumer behaviour.

This constant global turmoil forces the industry to consistently and diligently seek new, innovative strategies, solutions and practices to achieve greater performance and sustainable success.

The 7th Annual AICLA/ANZIIF Claims Convention will tackle key issues that insurance professionals, loss adjusters, claims managers and risk managers are facing for 2013 and beyond.

WHY ATTEND:

- unparalleled program tackling emerging and current business issues, models and practices in claims management
- learn from, network and debate with over 25 world-class speakers
- enhance your knowledge of the industry to achieve your career aspirations
- connect with a remarkable community of insurance professionals — who are open and interested in connecting with you.

WHO YOU WILL MEET:

The convention is the leading insurance claims event in Australasia, attracting more than 300 representatives — including:

- claims managers
- loss adjusters
- general insurers
- risk managers
- underwriters
- reinsurers
- accounting professionals
- general managers
- lawyers
- CEOs.

DAY 1 — THURSDAY 1 AUGUST 2013

7.00am – 8.45am **REGISTRATION**

8.45am – 8.50am **CONVENTION OPENING**
Convenor: Christine Boardman,
Executive General Adjuster — Global Technical Services, Crawford & Company (Australia) Pty Ltd

8.50am – 9.00am **WELCOMING REMARKS**
Michael Cooke, AICLA President and State Manager Tasmania, Cerno Ltd

9.00am – 10.00am **KEYNOTE PRESENTATION: SUPER STORM SANDY – THE LARGEST INSURANCE EVENT IN 2012**
Bud Trice - Vice President of Crawford & Company Catastrophe Services Group

10.00am – 10.40am **CONCILIATION IN CLAIMS**
Amie Cousins, Manager — Conciliation Team, FOS

10.40am – 11.10am **MORNING TEA SERVED IN TRADE EXHIBITION**

11.10am – 12.30pm **PANEL DISCUSSION - ANCHORING THE EMPIRE'S FUTURE - NAVIGATING A COMPLEX MARINA CLAIM**

Facilitator: Mark Thompson, Head of Major Loss Services, Cunningham Lindsey and Partner, Forensic Advisory Services

Darren Vaux, Director of Empire Marina, Chairman of the NSW Maritime Advisory Council and President of Boating Industry Association of NSW
Simon Cook, CEO, IC Frith Brokers
Kevin Sullivan, Technical Claims Officer, QBE
Rob Martin, Claims Preparer, Director of Martin Minett Claims Prep
Stuart Crofton, Executive Adjuster, Cunningham Lindsey

12.30pm – 1.25pm **LUNCH SERVED IN TRADE EXHIBITION**

1.25pm – 1.30pm *Convenor: Kevin McElhenny*, AICLA NSW Division Chairman and Chartered Loss Adjuster, Integra Technical Services (Australia) Pty Ltd

1.30pm – 2.10pm **CYBER SECURITY AND COMPUTER INSURANCE**
Kelly Butler, Account Manager Professional Risks, Willis

2.10pm – 2.50pm **METEOROLOGY & WEATHER MAPPING**
Greg Roads, Director/Principal Engineer, WRM Water and Environment Pty Ltd

2.50pm – 3.20pm **AFTERNOON TEA SERVED IN TRADE EXHIBITION**

3.20pm – 4.00pm **REINSURANCE UNMASKED**
David North, Vice President, Claims Accounting and Liability Management, Swiss Reinsurance Ltd

4.00pm – 4.40pm **REMOVING THE ROADBLOCKS TO CLAIM SUCCESS**
John Lucas, Insurance Manager, Insurance Council of New Zealand

4.40pm – 5.40pm **NETWORKING DRINKS**

7.00pm – 11.30pm **CONFERENCE DINNER — DOLTONE HOUSE**

DAY 2 — FRIDAY 2 AUGUST 2013

8.30am – 8.50am **REGISTRATION**

8.50am – 9.00am **INTRODUCTION TO DAY 2**
Convenor: Philip Maguire, Principal, Professional Financial Solutions Pty Ltd

9.00am – 9.40am **KEYNOTE PRESENTATION**

9.40am – 10.20am **INSURANCE CONTRACTS ACT – WHAT DO THE CHANGES REALLY MEAN FOR YOU**
David Kearney, Chief Executive Partner, Wotton and Kearney
PROPERTY DAMAGE, PERCEPTIONS, MISCONCEPTIONS AND REALITY
Andrew Moore, Partner, Wotton and Kearney

10.20am – 10.50am **MORNING TEA SERVED IN TRADE EXHIBITION**

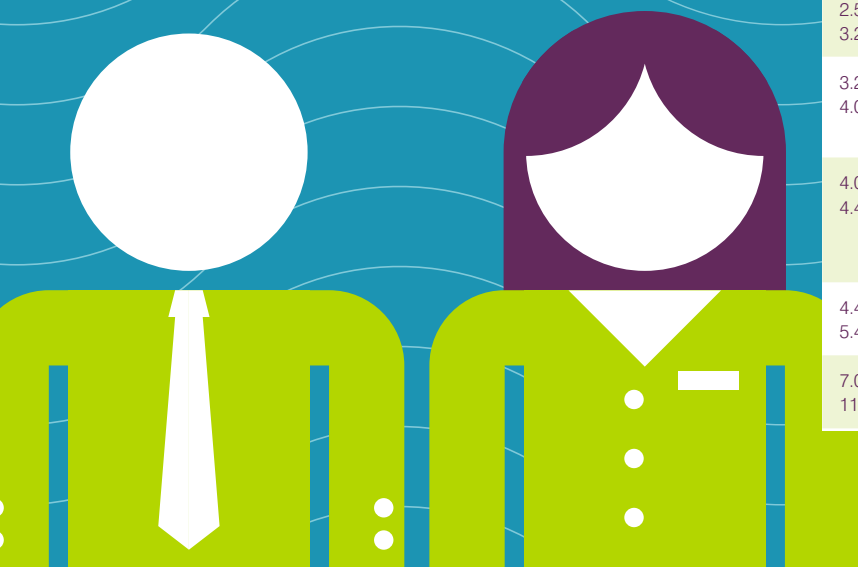
10.50am – 11.30am **THE GREAT EAST JAPAN EARTHQUAKE – A REVIEW OF THE LESSER KNOWN INSURANCE CHALLENGES**
Denise Zhukov, Earthquake Claims Director — New Zealand, Zurich

11.30am – 12.00pm **HOW SOCIAL NETWORKING CAN HELP CLAIMS**
Greg Daniel, Executive Chairman, SR7 — Social Media Intelligence

12.00pm – 1.15pm **PANEL DISCUSSION — PUBLIC ATTITUDE TO INSURERS AND CLAIMS**
Rob Whelan, Executive Director and CEO, Insurance Council of Australia
Donna Stewart, Executive Manager, Claims Services, Suncorp Commercial Insurance
Greg Johnson, CEO, Cerno Ltd
Allan Reynolds, Executive General Manager, Steadfast
Jenny Beales, Executive Officer, FPL Advisory

1.15pm – 1.30pm **FINAL REMARKS AND PRIZE PRESENTATION**

1.30pm – 2.30pm **LUNCH IN TRADE EXHIBITION**





CC13 DINNER

The CC13 Conference Dinner, held on the first night, provides an unparalleled opportunity for you to connect with colleagues, develop new business relationships and exchange ideas with like-minded professionals.

This year's Convention Dinner will be held at Doltone House, overlooking the parkland treetops of Hyde Park through soaring floor-to-ceiling arched windows. This new addition to the Doltone House collection combines old-world charm and traditional elegance with a modern twist, distinctive style and elegance.

DATE Thursday 1 August 2013

VENUE Hyde Park Ballroom,
Doltone House Hyde Park
Level 3, 181 Elizabeth Street
Sydney, Australia

TIME 7.00pm – 11.30pm

COST Inclusive for all full conference delegates. Additional tickets available at A\$195 (GST inclusive).

VENUE

The Westin Sydney
1 Martin Place
Sydney, NSW 2000, Australia
Phone: +61 2 8223 1111
Fax: +61 2 8223 1222

REGISTRATION

Online registration now available.
Please visit www.theinstitute.com.au.

Please mail/email registration form and accompanying payment to:

Australian and New Zealand Institute of Insurance and Finance
Level 8, 600 Bourke Street
Melbourne, VIC, 3000 Australia

Fax: +61 3 9642 4166
Email: customerservice@theinstitute.com.au

Closing date for registration

Registrations close Friday 26 July 2013.

ARRIVAL AT THE VENUE

On arrival at The Westin Sydney, please ensure you collect your name badge and convention materials at the registration desk. Your name badge is required for entry to all convention sessions and the Conference Dinner. The registration desk will be open from 7.00am on Thursday 1 August and from 8.30am on Friday 2 August.

CAR PARKING

Secure parking is available beneath the hotel. Casual rates will apply and pricing is subject to change without notice.

ACCOMMODATION

A special rate is available for all conference attendees. Please click below to obtain rates and book online.

The Westin Hotel
The Radisson Blu Sydney – please search by conference dates for special rates

CANCELLATION AND SUBSTITUTION POLICY

Cancellations received in writing before 12 July 2013: Full refund less \$100 administration fee.

Cancellations received in writing after 12 July 2013: No refund.

In the event of a registrant's inability to attend, a substitute delegate is welcome. Substitutions can be made at any time prior to 26 July 2013.

PROFESSIONAL DEVELOPMENT RATINGS

The convention has been accredited for the following professional development ratings:

ANZIIF 9 CIP points
AICLA 9 CPD points

CHANGES TO THE PROGRAM

The organisers reserve the right to alter the program without prior notification to delegates.

ORGANISING COMMITTEE

ANZIIF and AICLA would like to sincerely thank the CC13 organising committee for their time and effort contributing to the 2013 Claims Convention: Balancing Perceptions and Reality in Claims Management.

Tony Libke, AICLA

Michael Cooke, Cerno Ltd

Philip Maguire, Professional Financial Solutions Pty Ltd

Christine Boardman, Crawford & Company (Australia) Pty Ltd

Kevin McElhenny, Integra Technical Services (Australia) Pty Ltd

Sarah Walters, ANZIIF

CC13 has been developed by ANZIIF and AICLA



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Email: adminoffice@aicla.org



WITH SPECIAL THANKS TO

PLATINUM PARTNER



GOLD PARTNER



SILVER PARTNER



TRADE EXHIBITORS



SPEAKER GIFT SPONSOR



EXHIBITOR PASSPORT



CC13 REGISTRATION

REGISTRATION FORM/TAX INVOICE

PLEASE COMPLETE FORM IN BLOCK LETTERS. PAYMENT MUST ACCOMPANY REGISTRATION FORM

**** EARLY BIRD - REGISTER BEFORE FRIDAY 5TH JULY AND GO INTO THE DRAW TO WIN A MONT BLANC PEN VALUED AT \$400.**



01 DELEGATE DETAILS

TITLE MR MRS MISS MS DR

ANZIIF MASTER ID OR AICLA MEMBERS TICK HERE

SURNAME

GIVEN NAME (S)

POSITION

ORGANISATION

ADDRESS

SUBURB POSTCODE

BUSINESS PHONE

FAX

EMAIL (CONFIRMATION WILL BE SENT TO THIS ADDRESS)

PREFERRED NAME FOR NAME BADGE

DIETARY REQUIREMENTS: VEGETARIAN OTHER (PLEASE SPECIFY)

02 CONFERENCE PRICES (INCL GST)

FULL CONFERENCE REGISTRATION

INCLUDES CONFERENCE PROGRAM (1.5 DAYS), ENTRY TO THE EXHIBITION, CONFERENCE MATERIALS, ONE PASS TO THE NETWORKING DRINKS, ONE GALA DINNER TICKET AND LUNCH AND REFRESHMENTS ON BOTH DAYS OF THE CONFERENCE.
 PLEASE TICK IF YOU WILL NOT ATTEND THE CONFERENCE DINNER

	MEMBER (ANZIIF OR AICLA)	NON-MEMBER
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EARLY BIRD PRICES PAY BEFORE 5PM FRI 5 JULY

INDIVIDUAL REGISTRATION \$1100 \$1360

MULTIPLE REGISTRATION (5 OR MORE FROM ONE COMPANY IN ONE FAX/ENVELOPE) \$990 \$1210

STANDARD PRICES PAY AFTER 5PM FRI 5 JULY

INDIVIDUAL REGISTRATION \$1310 \$1670

MULTIPLE REGISTRATION (5 OR MORE FROM ONE COMPANY IN ONE FAX/ENVELOPE) \$1210 \$1540

ONE DAY ONLY CONFERENCE REGISTRATION FEE

THURSDAY ONLY REGISTRATION \$820 \$1040

(INCLUDES ENTRY TO THE CONFERENCE PROGRAM ON THURSDAY, ENTRY TO THE EXHIBITION, CONFERENCE MATERIALS, AND ONE PASS TO THE NETWORKING DRINKS ON THURSDAY)

FRIDAY ONLY REGISTRATION \$610 \$760

(INCLUDES ENTRY TO THE CONFERENCE PROGRAM ON FRIDAY, ENTRY TO THE EXHIBITION AND CONFERENCE MATERIALS)

ADDITIONAL TICKETS (FOR COLLEAGUES OR PARTNERS)

CONFERENCE DINNER \$195 \$195

ADDITIONAL EXHIBITOR \$150 \$150

NAME/S:

DIETARY REQUIREMENTS: VEGETARIAN OTHER (PLEASE SPECIFY)

03 PAYMENT DETAILS

THIS DOCUMENT WILL BECOME A TAX INVOICE FOR GST WHEN FULLY COMPLETED AND PAYMENT IS MADE.

MY REGISTRATION FEE WILL BE PAID BY (PLEASE TICK):

CHEQUE ENCLOSED CREDIT CARD EFTPOS

PLEASE DEBIT MY (PLEASE TICK):

VISA MASTERCARD DINERS CLUB AMEX

CARD NUMBER

EXPIRY DATE

CARDHOLDER'S NAME

AMOUNT A\$

CARDHOLDER'S SIGNATURE

DATE

CHEQUES TO BE MADE PAYABLE TO

AUSTRALIAN AND NEW ZEALAND INSTITUTE OF INSURANCE AND FINANCE

BANK ACCOUNT: NATIONAL BANK AUSTRALIA LTD

BRANCH: MELBOURNE OFFICE, 330 COLLINS STREET

NAME: AUSTRALIAN & NEW ZEALAND INSTITUTE OF INSURANCE AND FINANCE

BSB: 083 004

ACCOUNT: 51511 7195

PLEASE SEND THE REMITTANCE ADVICE TO **ACCOUNTS@THEINSTITUTE.COM.AU**

04 CANCELLATION AND SUBSTITUTION POLICY

CANCELLATIONS IN WRITING MADE BEFORE 12 JULY 2013: FULL REFUND LESS \$100 ADMINISTRATION FEE

CANCELLATIONS RECEIVED AFTER 12 JULY 2013: NO REFUND

IN THE EVENT OF A REGISTRANT'S INABILITY TO ATTEND, A SUBSTITUTE DELEGATE IS WELCOME. SUBSTITUTIONS MAY BE MADE AT ANY TIME PRIOR TO 26 JULY 2013.

05 PRIVACY POLICY

AICLA AND ANZIIF COLLECT AND STORE YOUR PERSONAL INFORMATION FOR THE PURPOSES OF PROVIDING AND PROMOTING CONTINUING EDUCATION PROGRAMS AND MEMBERSHIP SERVICES.

THE INFORMATION YOU PROVIDE WILL NOT BE RELEASED TO ANY OTHER PERSON OR ORGANIZATION WITHOUT YOUR CONSENT UNLESS REQUIRED TO DO SO BY LAW.

ANZIIF AND AICLA WILL ON OCCASION BE ASKED TO SUBMIT DELEGATE NAMES AND CONTACT DETAILS TO EVENT SPONSORS.

PLEASE TICK IF YOU DO NOT WISH YOUR NAME AND CONTACT DETAILS TO BE RELEASED TO THE SPONSORS OF THIS EVENT.

PLEASE TICK IF YOU DO NOT WISH YOUR NAME AND COMPANY TO BE LISTED ON THE CONFERENCE PROCEEDINGS ATTENDANCE SHEET.

TO CONFIRM YOUR BOOKING, PLEASE COMPLETE THIS FORM WITH PAYMENT AND RETURN TO:

CC13 CONFERENCE MANAGEMENT

C/- AUSTRALIAN AND NEW ZEALAND INSTITUTE OF INSURANCE AND FINANCE:

LEVEL 8, 600 BOURKE STREET, MELBOURNE VIC, 3000 AUSTRALIA

FAX: (61 3) 9642 4166

EMAIL: CUSTOMERSERVICE@THEINSTITUTE.COM.AU

CONFERENCE AND REGISTRATION QUERIES: (61 3) 9613 7280