



**FROM THE
INSTITUTE
PRESIDENT,
ANDREW THOMAS**

Most individuals and organizations spend time at the beginning of each year reviewing the previous twelve months and setting goals for the year ahead. From my perspective as the Institute President I have reviewed our past year's work and propose a number of objectives that, with the support of the Board and our members, I believe are achievable in 2005.

I see the broad objectives of AICLA and ICT as providing education, accreditation and representation for those involved in the loss adjusting and claims industry respectively.

In respect of education and accreditation, the Diploma of Financial Services (Loss Adjusting) the copyright of which is owned by AICLA and delivered by ANZIIF, is regarded as world's best practice in respect of loss adjuster's education and training. I hope in time that the new and highly innovative ICT claims technician course now available through NIBA will also come to be recognised as the standard course for all others involved in claims handling.

It is now a high priority to develop and deliver a convenient, effective and economical on-line continuing professional development (CPD) resource. This project is particularly important as many members find it increasingly difficult to attend seminars and conventions. However, they recognise the importance of maintaining and developing their professional expertise.

Following a number of gradually declining years, membership has grown modestly in the last 2 years.

In the seven months since 1 July 2004, 48 adjusters have joined, and we welcomed 30 new members in the previous 12 months to our base of around 900 members. A number of initiatives have seen Australia and New Zealand numbers stabilise and most divisions showing recent growth. Membership growth in Asia continues to be robust with a very energetic division committee having elected representatives in Malaysia, Singapore, Hong Kong and Thailand. We see this growth continuing in 2005 with some exciting prospects in China and other pacific region

countries. Membership of AICLA and ICT will be promoted to eligible staff of adjusters, insurers and others via Division Councils and direct company marketing.

I recognise the importance of providing value-add to you, our members. In this regard a considerable amount of the Institute's resources have been expended on the loss adjusting Diploma course, establishing ICT and the claims technician's course. As mentioned, the planned CPD on-line facilities will benefit members. I will be looking to develop an industry benchmarking survey, which is long overdue and will help give each of us a better understanding of our industry. With consolidation of the insurance industry including the loss adjusting sector, some 50% of AICLA members are employed in the four major loss adjusting firms. The board has established a committee to look at the current structure of the Institute and the possibility of corporate membership in complement to our current individual member basis. The claims convention continues to grow and is an important event at showcasing the expertise of loss adjusters to the broader claims industry.

Through the International Federation of Adjusting Associations, of which AICLA is a founding member, work is being finalised on global accreditation for all practising loss adjusters.

Representation is an important role for the Institute and you would be aware of our submission to ICA on the General Insurance Code of Practice. Our discussions with ICA will be continuing over the coming months. The Institute also has well-established relationships with other industry bodies including ANZIIF, NIBA, ARIMA, IDRO, EQC, IOS, AILA and IFAA. At Board and Division level we will be promoting closer liaison with these groups to ensure that the interests of our members are represented.

I look forward to reviewing how we progress against our stated objectives in twelve months time and would welcome any feedback you personally may have on these goals and my vision for our organisation.

Kind regards,

Andrew Thomas, President - AICLA

NEW & ELEVATED MEMBERS

Congratulations to the following recently elevated and admitted members:

ELEVATIONS

Name	Division	Class
Kaushal Sheth	New South Wales	Fellow
Kevin Hiu Li	International	Associate
Lim Pitt Heung	International	Associate
Jeroen Furstner	Northern Territory	Associate
Michael Cooke	Tasmania	Associate
Peter Norton	Tasmania	Associate
Anthony Calnon	Victoria	Associate
Andrew Hodkinson	Western Australia	Associate

NEW MEMBERS

Name	Division	Class
Dino Iskandar	International	Ordinary
Harold Seow	International	Ordinary
Andrew Richards	New South Wales	Ordinary
Andrew Sweet	New South Wales	Ordinary
Kellie Fleming	South Australia	Ordinary
Charlotte Allen	Western Australia	Ordinary
Michael Pagels	Western Australia	Ordinary

ICT COMMITTEE ESTABLISHED

The inaugural meeting of the Institute of Claims Technicians (ICT) NSW committee was held on 1 February 2005.

Andrew Thomas and Brian Treloar were in attendance at the meeting. Also attending were Clint Leach – Chubb Insurance, Linda Martin – Liberty, Sherrie Morton – IAG/CGU, Graham Uff – Vero, Matt Cranney – Comminsure, Brad Castle – Allianz and Sheamus McGhee – QBE. It is hoped over the next few months that ICT committees will be established in other divisions in Australia, New Zealand and Asia.

CLAIMS CONVENTION

The committee has finalised the program for the 2005 Australasian Claims Convention to be held at Manly, Sydney 4-6 May 2005. An excellent program of topics and speakers has been confirmed for the event. The keynote speaker will be Chris Miller, principal of CM Associates and president of CILA – UK who will speak on “The Changing Face of Claims in Europe”. A copy of the convention brochure will be enclosed with the next issue of IRP. I would like to thank the major sponsors for the convention, Gold – **BMS Catastrophe** and **Steamatic** and Silver – **Aggreko** and **Allen & Newton Pty Ltd.**

DIPLOMA STUDY COURSE

ANZIIF has replaced the former “Semester” enrolments and “Examination on Demand” enrolments with a single periodic enrolment system, which offers students flexibility to select a study period that suits their needs. Under the new arrangements all students will be required to complete an assignment (30%) as well as the final examination (70%). Students can select a Standard (15 week) study period or a Fast Track (10 week) study period. There are 11 enrolment dates over 12 months under the Standard study and 9 enrolment dates for Fast Track study. Information about the new arrangements and Diploma of Financial Services (Loss Adjusting) can be found at www.theinstitute.com.au.

IN REVIEW:

BRIAN TRELOAR DIVISION CHAIRMAN NEW SOUTH WALES



In 1983 Brian joined the then AMP Fire & General Insurance Co Ltd where he gained experience in all facets of general insurance before commencing his loss adjusting career in 1986.

Over the subsequent 19 years Brian has worked overseas, joining T J Sinclair & Associates in 1986 before moving to what is now known as McLaren's Young International (MYI) in 1988. Brian moved to Sydney in 1999 joining the then Robertson and Co (now Crawford & Company) before rejoining MYI in 2003. Brian is based in Sydney and attends to a variety of losses, predominately Commercial and Industrial property claims.

Brian has also worked in a number of catastrophe response teams including assessing damage resulting from far North Queensland cyclones, the Sydney hailstorm, various bushfires throughout NSW, Victoria and South Australia and also the Canberra bushfires.

A Fellow of the Australian and New Zealand Institute of Insurance and Finance, a Fellow of the Australasian Institute of Chartered Loss Adjusters and an Associate of the Chartered Institute of Loss Adjusters (UK), Brian has recently taken up the position of AICLA NSW Division Chairman.

Aside from life as a loss adjuster, Brian holds a Private Pilot's licence and naturally has a keen interest in aviation as well as water and boating activities.



NSW DIVISION NEWS

- **Wednesday 2 March** - Annual golf day at The Coast Golf Course, Maroubra - look out for your e-mail invitation and registration. Members and their guests need to reply with payment by Friday 11 February. Please contact either Brian Treloar on 9413 4416 or Jan Thompson on 0416 051 462 for more information.
- **Tuesday 5 April** - Breakfast meeting with guest speaker and a presentation on "New Technology in Building Claims" to be held at the Chatswood Golf Club. Further

information and e-mail invitations will follow shortly.

- **Wednesday 4th - Friday 6th May** - Australasian Claims Convention at Manly Pacific. An excellent topical and social program has been put together and this will be the stand out Claims Convention for 2005. More information and registration details are available on the AICLA website at www.aicla.org
- **Friday 8th July** - Annual Luncheon at Royal Sydney Yacht Squadron, Kirribilli.

SOUTH AUSTRALIAN DIVISION NEWS

Retired Members' Function

2004 concluded with a highly successful luncheon held within the Bradman stand of the gracious Adelaide Oval. For the first time as long as people can remember, retired members of AICLA (and their founding institutes) were invited to the luncheon as our guests. 15 retired members attended what was a very well regarded day.

Comparisons in the changes within the industry were insightful, but more importantly, getting re-acquainted with the founding fathers of many of the firms which employ most of our members and former mentors and teachers made the afternoon very worthwhile.

Paul Johnson, who is the National Leader of Aon Risk Solutions, the consulting arm of Aon Risk Services, provided a very entertaining and topical presentation on the role of claims preparers and the work that claims preparers and loss adjusters can do to ensure the efficient delivery of the "insurance promise".

SA Bushfires

2005 started with bush fires raging through the lower Eyre Peninsula (South Australia) on 11 January 2005.

The ICA are reporting aggregate insured losses at a little over \$26M across the following areas:

- 75 homes totally destroyed
- 26 homes extensively damaged
- 1,600 km of fencing destroyed
- 130 cars destroyed
- 130 items of farming plant and machinery damaged
- 324 sheds destroyed.

The adjusting community responded in an exemplary manner and liaison continues with the ICA and government authorities.

MARCH LUNCHEON SA DIVISION

In March 2005 a major industry luncheon is proposed with Peter Kaye being the featured guest.

WESTERN AUSTRALIA DIVISION NEWS

Guest Speakers

The WA branch has invited bestselling author, international speaker and marketing futurist Graham Harvey to speak at a half day course to be held on 4 Feb 05.

Mr Harvey will provide pointers to being a success in today's highly competitive marketplace. To quote Mr Harvey, "The future demands different answers. They can only be found by having the courage to start asking different questions."

2005 WA Insurance Expo

The WA branch is providing experts to speak at the forthcoming "2005 WA Insurance Expo". This is a joint initiative between six associations - NIBA, AILA, ANZIIF, AICLA, RMIA and PIC, being held at the Perth Convention Exhibition Centre on 14th and 15th April and promises to be a big event.

WA Bushfires

Whilst WA has experienced the worst bushfire in 40 years, the damage from this to property is minimal as the fires were mainly in state forest in the hills to the east of Perth. The fires were deliberately lit. Perth itself was blanketed in smoke for several days



The "view" from Lesmurdie hill. Usually the whole coastal plain including the Perth skyline and sea is visible.



A landmark on the Swan River – the boatshed on Mounts Bay Road – the smoke has blanketed out the view of the south side of the river.

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