



FROM THE INSTITUTE PRESIDENT, ANDREW THOMAS

I recently presented at the IDRO Catastrophe Planning Seminar & Workshop run by ICA at the 'Sheraton on the Park', Sydney. My topic was "The Loss Adjusters' Perspective on Claims Handling in Catastrophes", with presentations on similar topics by representatives of ICA, IOS, NIBA, Geosciences Australia and a Psychologist experienced in post-traumatic stress syndrome. I promoted the professional skills of AICLA members, whilst attempting to raise some challenging issues for the insurance industry to face and plan for before 'the next big one hits'. Prior to the event I canvassed seven CEOs of Loss Adjusting Companies and presented their responses, together with some indicative data from a typical catastrophe, before drawing some conclusions. It was interesting to note the top issues for each of the CEOs were almost the same. They were, in order of priority:

- human resource planning
- managing changing Insurers' expectations
- consistency of service
- IT/data collection
- coordination
- maintaining a commercial advantage (i.e. making money!)
- managing Insurers' inflexibility in CATs

It was also interesting to note that whilst by far the majority of catastrophe claims are personal lines and SME property claims, and due to the consolidation of the market are handled by in-house adjusters from essentially two Insurers, neither of those Insurers were represented at the seminar. Institute member Campbell Anderson also ran a workshop as part of the day. It is now intended to set up an industry workshop to promote the ideas that

came out of the seminar to move the issues forward in collaboration.

During June, I attended the judging session of the 2005 Insurance Industry Awards, which have gained momentum in this, their second year. It was a fair and well governed process which I thoroughly enjoyed, and I encourage members to attend the awards dinner on Monday 25th July at the Westin Hotel, Sydney.

AICLA has started an initiative that might see the record number of 200+ at our Convention last month swell to over 400 next year: more about that to come.

I also intend to meet with the CEOs of a number of Loss Adjusting Companies in August to review AICLA's policies and obtain feedback through discussion as to how we can improve value-add to our members and the organizations for whom they work. I will report the results of our discussions in due course.

By now members should have received advice about their division AGM and a Notice of Office Bearers and Councillors. I urge each member to consider taking a step forward and nominate for your division council.

I hope you had a successful end of financial year and best wishes for the next year.

Kind regards,

Andrew Thomas.

President - AICLA

ELEVATED MEMBERS

Congratulations to the following recently elevated member:

ELEVATIONS

Name	Division	Class
Yu Shek Ming, Francis	International	Associate



PROFILE – PETER MACLEOD

Peter MacLeod is the current New Zealand Division Chairman and has progressed from small beginnings as a motor vehicle damage assessor with SIMU (now known as AMI) to joint loss adjuster role in New Zealand's largest \$135 million earthquake claim on the indemnity value side. He assisted in the initial start up of the McLarens Toplis Group in New Zealand becoming a director and whilst a director there attended hurricane duty in the Caribbean as Team Leader for six months. Following that he was seconded to the international division based in Manila, Philippines as the country manager that also serviced the Northern Pacific. After approximately three years Peter returned to New Zealand and set up a new sole practice trading as MacLeod Claims Management Ltd based in Christchurch. The main work flow is serving the Northern Pacific Islands for Lloyds underwriters and Earthquake Commission disaster scene assignments. A small practice has also been started in the claims preparation role that is an emerging service in New Zealand. Peter has been a member of the New Zealand Division since his early days spending 30 years in the profession so far. He is looking forward to contributing some pay back time into the Institute as we progress through the challenges ahead. Other than loss adjusting Peter enjoys his family, grandchildren and boating activities.

AFFILIATES UPGRADE

Affiliate members have the ability to upgrade to Associate membership where they:

- i) have served 7 years as an Affiliate
- ii) have achieved CPD accreditation for the past three years
- iii) have passed Property and Casualty Loss Adjusting (FSA206) and 1 elective subject from the Diploma of Financial Services (Loss Adjusting)

Affiliate members who meet the above requirements will be granted Associate status and are permitted to use the term Chartered Loss Adjuster. However only those who complete the full Diploma of Financial Services (Loss Adjusting) will be eligible for the Diploma qualification.

Full details of the Qualifications for Classes of Membership is available at www.aicla.org.

R & G INSURANCE

It has been reported by a member that payment for loss adjusters work completed has not been forthcoming from R & G Insurance Ltd based in Sydney. The firm is an associate of Rural & General Insurance Brokers. If you have any questions please contact Tony Libke, the Administrative Officer.

TASMANIAN DIVISION NEWS

AICLA and ANZIIF jointly organised a seminar on "Business Interruption Insurance" in Hobart on the 7th June 2005.

Ian Simpson of McLarens Young International was the guest speaker and his address was highly acclaimed by the 37 attendees from the adjusting, underwriting and broking sections of the industry.

CONVENTION CD

A small number of CDs are still available from the 2005 Australasian Claims Convention "A Sea Change for the Claims Industry" held at Manly Sydney. The CD includes text and overheads from a number of the speakers including:

Chris Miller – CILA UK
Rowley Ahern – McLarens Young International
John Rogers – Suncorp/GIO
David Radcliffe – GAB Robins Australia Pty Ltd
Martin Hartcher – Freemans

Lance Dixon – New Zealand Earthquake Commission
John Lucas – Insurance Council of New Zealand
Denis Smith – Zurich
Vin Gallagher – Technical Assessing
Tony Morgan – GAB Robins Australia Pty Ltd
Harry Rosenthal – University of New South Wales.

If you would like a copy of the CD please complete the attached order form/tax invoice. [CD Order Form](#). The cost of the CD is AUD\$130 + GST which includes postage.

CONGRATULATIONS SUGENTHRAN RAMASAMY

Congratulations to Sugenthran Ramasamy - Cunningham Lindsey Adjusters (M) Sdn Bhd, Malaysia for his outstanding achievement in winning both the Institute Diploma and Charles Buchanan Prizes for 2004. The Institute Diploma Prize requires candidates to complete the Diploma of Financial Services (Loss Adjusting) course and achieve honours in at least two subjects. Also awarded to Sugenthran was the Charles Buchanan Prize for achieving the highest mark by any student for a subject in the Diploma course.

Details of the criteria for Institute prizes is available at www.aicla.org

THE ESSENTIAL UPDATE

This annual half day seminar held in conjunction with ANZIIF is scheduled for **4 August 2005 at the Brisbane Club**. Following the seminar the Division Annual General Meeting will be held together with a presentation by the Earthquake Commission New Zealand. Information about the events will be forwarded to members in the near future.

PRIZE WINNERS

Congratulations to the following education prize winners from Queensland and Western Australia for outstanding results in the Diploma of Financial Services (Loss Adjusting) studies in 2004:

The Brian Geraghty Prize

QUEENSLAND

Chris Parkes

Property and Casualty Loss Adjustment

Crawford & Company (Australia) Pty Ltd

The Ted Cooper Prize

WESTERN AUSTRALIA

Christopher Crook

Building Loss Adjustment

GAB Robins Australia Pty Ltd

SUBSCRIPTION/DIARY ADVICE

A subscription and diary update advice has been forwarded to all members. Please check the your details carefully including post nominal information on the advice and make any changes as required and return the form to the Administrative Officer.

QUEENSLAND DIVISION NEWS

The Queensland Division Charity Golf Day held on 7 June 2005 at Nudgee Golf Course was an outstanding success with over 70 competitors from insurers, brokers, suppliers and loss adjusting firms represented. Strong support was received from major sponsors Australian Building Services Pty Ltd, Insight Restorations Pty Ltd, Munters Pty Ltd and Pattersons Pty Ltd. Other sponsors for the event included Aggreko, Allen & Newton Queensland, Intebuild Pty Ltd, O'Brien Glass and Restorx Restoration Brisbane Pty Ltd.

Due to the generous support the Institute made a donation of \$2,000 to the Royal Children's Hospital Foundation. Winners of the event were Trevor Pohlman, Shane Porter, Donna Porter and Phil Cowie.



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