



FROM THE INSTITUTE PRESIDENT, STEPHEN THORPE

The Victorian division hosted a successful seminar meeting and dinner on Wednesday 14 March 2007. Tony Libke and I were invited to participate in a meeting with the Victorian Division Committee and the seminar. The guest speaker was Bart Harold – National Claims Manager (Marine) – CGU. Bart spoke from a client’s perspective of our profession – and the unique skill set we bring to the claims process.

I spoke on the need to continually improve professionalism, and to this end I am pleased to see the Victorian Division support the proposed new increase in minimum standards. Tony provided members with an update on a number of issues including CPD online, impact of proposed minimum standards on existing members and Recognition of Prior Learning services.

Mr Ian McWalter, as International Development Director, and I spent the last week of March in Malaysia and Hong Kong. In Malaysia we had constructive meetings with the Association of Malaysian Loss Adjusters (AMLA), the Malaysian Insurance Institute (MII), and members generally. With AMLA and the MII we hope to be able to assist in localising one of two of the Intermediate MII exams and with transition through to the Diploma of Loss Adjusting. Ian also provided an outline to members of the, at times, complex cross credits between the MII and the AICLA examination process.

Also with MII, AMLA and members we have agreed a framework for the short seminar series which have been such a success in both South Australia and Queensland.

The Hong Kong visit included a meeting with the CEO’s of the major adjusting firms working in the region.

In the same way as the equivalent CEO’s meeting in Australia, these forums are an excellent opportunity to both promote the institute to the senior managers who employ over 50% of our members, and to listen to their input and suggestions. Our education system was widely applauded, and it was pleasing to note the support for our education system by both members and senior management. Our new CPD on line also received positive comment. This is credit to the Education Committees over many years.

The education system is not perfect and suggestions made by both groups through out the region have been noted and will be investigated as part of our continuous improvement.

We hosted a luncheon for AICLA members in Hong Kong which was well attended.

Ian and I were also invited to attend two claims industry functions while in Hong Kong. The first was hosted by Clyde & Co (an international firm of solicitors) and was titled “Regional Insurance and Reinsurance Claims Conference”. Attending were senior representatives of insurers, brokers and adjusters from the Asia region. The speakers were generally supportive of the role of adjusters in the region and quality rather than fees was, fortunately, the emphasis. Commerciality rather than process and particularly from a reinsurers perspective the importance of a clear, concise report was continually restated.

The second function was Munich Re’s review of claims procedures in regard to both one off major and complex losses and catastrophe response. This review included senior Munich Re personnel from both the region and Munich, along with senior adjusters from North and South East Asia, Australia and Europe. AICLA was the only professional body invited to attend. It is anticipated that a “protocol” will emerge as part of the meetings and I will provide details in subsequent editions of LA News

*Kind Regards,
Stephen Thorpe - President*



Happy Easter



CLAIMS CONVENTION

Planning is in an advanced stage for the 2007 AICLA/ANZIIF Claims Convention, which will be held at the Shangri-la Hotel, Sydney on 22-24 August.

Details of speakers and topics will be finalised in the near future and circulated to members.

NEW/ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW/ELEVATED MEMBERS

NEW MEMBERS

<i>Name</i>	<i>Class</i>	<i>Division</i>
Mark Rochman	Ordinary	Victoria
Sean Le Merle	Ordinary	Victoria
Narindar Gill	Ordinary	Tasmania
Mario Meggetto	Ordinary	South Australia
Yian Tai Gary Ng	Ordinary	International

ELEVATED MEMBERS

<i>Name</i>	<i>Class</i>	<i>Division</i>
Soon Lam Kee	Associate	International

DIVISION NEWS

QUEENSLAND

Planning for the joint AICLA/ANZIIF/NIBA ISR workshop scheduled for May is continuing. Also, a reminder that the AICLA Charity Golf Day will be held at Nudgee Golf Course on Thursday 7 June 2007.

NEW SOUTH WALES

An educational breakfast meeting is being organized in the third week of May for all NSW/ACT members at Chatswood Golf Club. On the Agenda will be the new changes in Insurance Contracts Act. Further information will follow in late April.

Our industry luncheon will be held on Friday 20th July at the Royal Sydney Yacht Squadron. Please mark your diaries. The entertainment this year is the incomparable Tommy Dean. Invitations and tax invoices will be sent in May.

WESTERN AUSTRALIA

WA Division had a very informative technical session in March presented by Dr Armand Zurhar. The session was to enlighten us into how forensic science can assist to "clarify the facts". Dr Zurhar related some cases and showed slides of the subject matter and evidence that can be extracted.

ANZIIF are conducting another Insurance Expo in May and AICLA WA Division will have a booth promoting our profession, and we will also be presenting a technical session. Our working title is "Loss Adjusting – Team Work In Claim Solutions". The intention is to outline the role of Loss Adjusters influence on claims handling and loss mitigation/recovery with emphasis on appointing the right professionals to facilitate the best outcome for our Principals.

POSITIONS VACANT

Liability Loss Adjusters - Perth, Adelaide and Sydney

Based in Atlanta, Georgia, Crawford & Company is the world's largest independent provider of claims management solutions to insurance companies and self-insured entities, with a global network of more than 700 offices in 63 countries. Major service lines include property and casualty claims management, integrated claims and medical management for workers' compensation, legal settlement administration, including class action and warranty inspections, and risk management information services. The Company's shares are traded on the NYSE under the symbols CRDA and CRDB.

We are currently seeking suitably qualified Liability Loss Adjusters to form part of our well established team of liability professionals, based in Perth, Adelaide and Sydney.

Key accountabilities of these roles include:

- Successful management of a Liability caseload
- Compliance with client service requirements
- Review files/reports as required
- Report to State Manager and National Liability Manager on Liability team issues
- Participate in local market activities
- Liaise with Liability divisions interstate.

To be successful in these individual roles, you will need to be experienced in the investigation/assessment of liability claims and some experience in a range of domestic and commercial claims would be beneficial. In addition, you will hold current AICLA membership, and have excellent IT, analytical, communication (both written and oral) and time management skills. Your leadership qualities and ability to contribute to team harmony will be highly regarded.

An attractive salary package is on offer including base salary, bonus, company vehicle or car allowance for the successful candidates.

Please direct all queries and your application including requests for a position description, to Anna Prusa, National HR Consultant at jobs@crowco.com.au or fax your application on (03) 9686 3844.

Senior Commercial Adjuster GAB Robins - Adelaide - South Australia

GAB Robins - Adelaide is undergoing significant growth across most product lines. An opening now exists for a Senior Commercial Adjuster.

This is a great opportunity for a qualified or near qualified adjuster with experience in commercial losses. There is a quality portfolio of existing commercial losses, which can be enhanced/developed by the right person.

The successful applicant will be supported by the Australian and Global Network of GAB Robins.

Naturally a high profile role such as this comes with an attractive salary and benefits – including relocation expenses if needed.

Please contact Mark McDermott on +61(0) 8 8267 1599 or via email at: mark_mcdermott@gabrobins.com.au for more details. All applications treated in the strictest of confidence.

Freemans Claims and Insurance Services Property/Liability adjuster - Cairns, Far North Queensland

Freemans is seeking a highly motivated property/liability claims adjuster for commencement after June 2007, preferably with ANZIIF and/or AICLA qualifications.

The successful applicant should have:

- Proven experience in all types of property claims
- High level analytical and investigative skills
- Excellent oral and written communication skills
- Time management skills

The position would ideally suit a person seeking a lifestyle change and exposure to a range of interesting and varied claim types.

Freemans provides unique challenges, a rewarding package, and a professional environment in a team of 6 people. Please email applications and enquiries to recruitment@freemans.com.au

AICLA offers members the opportunity to advertise positions vacant in LA News. The cost is \$150.00 (+ GST) and the advertisement will be run for up to two months. If you wish to Advertise, please send information to adminoffice@aicla.org. Advertisers can remain anonymous with job applicants responding direct to AICLA.