



FROM THE INSTITUTE PRESIDENT, STEPHEN THORPE

The International Division of AICLA has achieved outstanding growth since it was established in 2002. This success has been achieved by the vision, drive and dedication of a number of forward thinking members, none more so than James Ong. James, the Chairman of the International Division recently advised that he was standing down from that position. The International Division operates very efficiently via a branch network with Councillors in Singapore, Vietnam, Malaysia and Hong Kong. Membership of the International Division has grown strongly in recent years from 58 in 2002 to 116 in 2007 - a 100% increase. In countries throughout Asia, James and his Council have promoted membership of AICLA and been strong advocates of the AICLA education course offered through ANZIIF. James was also highly regarded at Board level and was Deputy President of AICLA for the period 2004 to 2006. We wish James all the best in the future and welcome his replacement Jeffery Tan from Malaysia as Chairman of the International Division.

Planning for the joint AICLA/ANZIIF Claims Convention, CC07, is progressing well with the program in the final stages of development. The convention will be held at the Shangri-La Hotel, Sydney, 22-24 August 2007. The early bird registration is expected to be \$850.00 (plus GST) a much lower cost than comparable conferences. Full details of the CC07 will be released within the next few weeks.

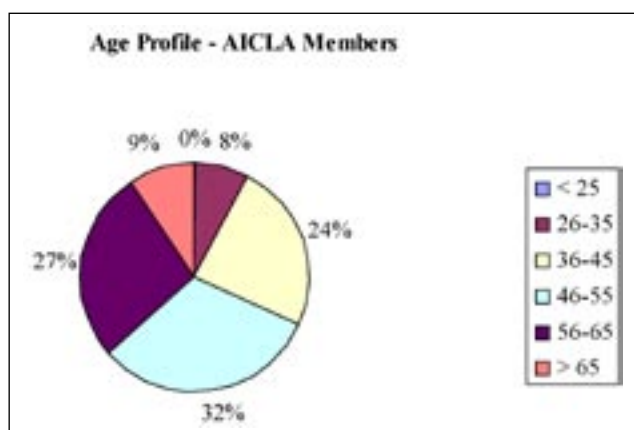
I am also pleased to report that the Continuing Professional Development online project launch date is quickly approaching. The site will initially contain 17 assessment pieces covering a range of claims material. Over time, we will add to the material available on the site. Delivery of material will be via a new ANZIIF internet platform Janison. While we believe the material and platform are a great step forward, initially there may be some hiccups as is inevitable when new technology is introduced. I would like to acknowledge AICLA members David Thomson and Alan Ford for their efforts in respect of this project.

In a recent email, ANZIIF acknowledged the work by AICLA in enhancing the new Janison online platform “... I think together we have built a robust site and improved some Janison features. This will not only benefit AICLA members, but also the broader ANZIIF online community.”

For the first time, we have compiled an age profile of AICLA members. Thank you to those members who responded to our request for date of birth information. We received responses from 80% of members. Below is a summary of the responses. It is a concern that less than 8% of members are aged less than 35. Also, over one third of members are aged 56 and above.

Age Profile – AICLA Members

	< 25	26-35	36-45	46-55	56-65	> 65
Int’Nat	0	15	27	35	7	0
NSW/ACT	0	12	29	46	32	14
NZ	1	2	20	34	33	11
QLD	0	7	31	39	37	15
SA/NT	0	4	21	16	16	3
TAS	0	1	3	9	10	2
VIC	0	6	21	27	37	14
WA	0	5	12	9	15	5
TOTAL*	1	52	164	215	187	64

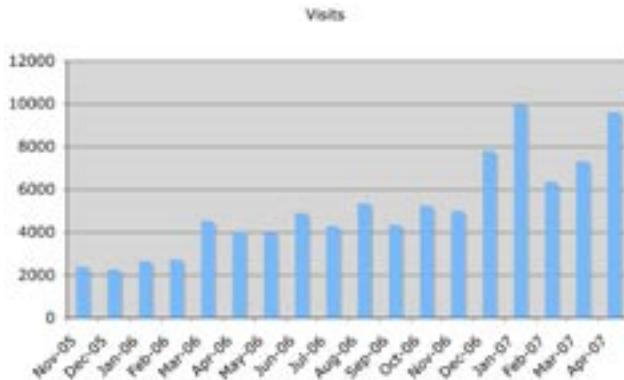


I have recently received details from ANZIIF of module enrolments in the Diploma of Financial Services (Loss Adjusting) course for 2007. I am pleased to report that module enrolments as at April 2007 stand at 234 compared to just over 300 enrolments for the 2006 calendar year. Members are reminded that enrolments for the diploma are on a rolling basis, that is, there are 8 enrolment periods throughout the year.

This makes it more convenient for members to undertake studies at a time that suits their busy work schedules. Details of course modules and enrolment information can be found at www.theinstitute.com.au.

AICLA Website Visits

It is interesting and pleasing that the number of visits to the AICLA website continues to grow. The growth in visits to the site since it was launched in 2005 has been very strong. Visits to the site currently average 8,000 per month. Below is a graph of site visits.



*Kind Regards,
Stephen Thorpe - President*

NEW MEMBER

Congratulations to the following recently admitted member:

NEW MEMBERS		
Name	Class	Division
Yamunanathan Kanagasabai	Ordinary	New Zealand

DIVISION NEWS

QUEENSLAND

The AICLA Queensland Division Charity Golf Day is planned for **7 June 2007** at Nudgee Golf Club. The event has attracted strong support from sponsors with the Royal Children's Hospital benefiting from the event. We very much appreciate the support of Gold sponsors for the day **Allen & Newton Qld Pty Ltd, Munters, Insight Restorations, Australian Building Services Pty Ltd and Pattersons Building Group Pty Ltd**. We also thank the support of Silver sponsors **Carpet Call, Aggreko and Birkbeck's Jewellers**.

The Division is planning an ISR Workshop on 26 July 2007 further details will be forwarded closer to the event.

The Difficulty of Outback Queensland Loss Adjusting

The following information and photo was submitted by Dave Miller, Branch Manager, Pacific Claims Group Pty Ltd.



I travelled hundreds of kilometers looking for a client, and then onto miles of dirt road at the back of Winton, turn left at the 5th cattle grid onto a 200,000 acre farm, I dodged the kangaroos, the emu's, I dodged a dingo and a fox, and a Brahman bull, but the goats got on top of me (the company car that is)...

NEW SOUTH WALES

The NSW/ACT Division will be conducting an Educational Breakfast Meeting on **Thursday 17th May** at the Chatswood Golf Club. Adam Chylek from Wotton and Kearney will be presenting an informative session on the Changes to the Insurance Contracts Act. All members are invited to attend. Enquiries to Jan Thompson – 0416 051462.

For those who have not marked their diaries – our Annual Luncheon will be held on **Friday 20th July** at the Royal Sydney Yacht Squadron – further information will be sent at a later date.

WESTERN AUSTRALIA

ANZIIF are conducting another insurance Expo on **11 May 2007** 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.

TASMANIA

A meeting of AICLA members was held at The Grange, Campbell Town on 13 March 2007 and was well attended by members from the North and South of the State.

Sue Kusko, Business Development Manager from O'Brien Glass Industries Limited gave a talk on issues relevant to glass and insurance, both for domestic and commercial claims. The talk was professionally presented and well received by our Divisional members.

A building seminar hosted by AICLA members, to encompass two topics, is proposed for 1 June 2007 and is open to ANZIIF, NIBA, AILA and AICLA members. This is an annual event and is well attended by the Insurance Industry in general.

INTERNATIONAL DIVISION NEWS

Jeffery Tan was elected unanimously as Chairman of the International Division following the decision by James Ong to stand down from the position. Jeffery acknowledged the enormous contribution James had made to the development of the Division particularly in promoting the benefits of membership of AICLA. Jeffery will attend the Board meeting of AICLA scheduled in Sydney for 10th May 2007.

The President, Mr Stephen Thorpe and the International Development Director, Mr Ian McWalter made a visit to Malaysia and Hong Kong at the end of March but due to unforeseen circumstances their visit Singapore had to be cancelled.

Nevertheless their one day stopover in Malaysia was short but hectic as a packed itinerary was scheduled for them starting at 8.00 am in the morning and only returning to their hotel at around 11.00 pm that night.

A meeting was held with the Association of Malaysian Loss Adjusters (AMLA), to promote joint cooperation in activities beneficial to loss adjusters and to foster closer relationship between the two bodies. This meeting was attended by the AMLA Chairman, Joash Tan and his management committee members.

Following this, a courtesy visit and meeting was made to the Malaysia Insurance Institute (MII) where the CEO, Puan Khadijah Abdullah, and her management team met the AICLA President and his team. This meeting was to discuss the furtherance of AICLA educational programme to be conducted by MII.

There was also a members meeting where the President and International Development Director had the opportunity to meet AICLA members in Malaysia. A good amount of time was spent discussing the new proposed minimum standard for loss adjusters.

Promotion of AICLA was also made to young loss adjusters of one of the major loss adjusting firms which generated interest in the AICLA study course and membership.



AICLA President & International Development Director's visit to Malaysia

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.

GAB Robins – Townsville – Queensland Branch Manager

An opportunity has arisen, due to an upcoming transfer, for a motivated practising Loss Adjuster or Motor Assessor to develop and broaden their managerial, business development and adjusting skills in one of our most diversified service areas.

This is a great opportunity to lead a team dedicated insurance professionals supported by the Australian and Global Network of GAB Robins.

Naturally a high profile role such as this comes with an attractive salary, commensurate with the qualifications and experience of the successful applicant, and benefits – including incentive programs, insurance based study assistance and relocation expenses if needed.

Please contact Bert Webster on +61(0) 7 3121 6800 or via email at: bert_webster@gabrobins.com.au for more details. All applications treated in the strictest of confidence.

AUSTRALIAN NETWORK ADJUSTERS Property/Liability Adjusters - Perth

Australian Network Adjusters has earned an enviable position in the market as providing one of the best claims handling service. The Company's competitive advantage and growth strategy is based on using the best people to deliver our proprietary developed Process Management System to Clients who value knowledge based expertise, experience and personal service.

We are currently looking to engage two General Property and Liability loss adjusters at our WA State Office in Perth

The successful candidates will have a proven track record in communication (oral and written) skills and IT experience.

Experience in handling general property (domestic & commercial), personal lines and liability claims is essential. Exposure to Building and/or Engineering claims or such industrial background will be an advantage.

Full or partial completion of insurance studies (ANZIIF or AICLA) would also be an advantage.

Ability to work well as a team member within busy and friendly office is important.

The Company is expanding their operations nationally and encourage employees to take on challenging and rewarding roles within the organisation.

Attractive remuneration package with base salary, generous allowances, performance bonuses and car allowances are offered to the successful candidates.

Please direct all applications to recruit@ana.net.au or call the Managing Director, Jaye Kumar on 0418 922 755 for further details. All enquiries will be treated with the strictest of confidence.

Specialist Loss Adjuster, Sydney

This is a new role with a well established overseas based loss adjusting practice, now establishing in Sydney. This is a fast-growing practice known for working successfully in niche industries. While the office will initially handle a single specialist class, we expect it to quickly grow to deal with other industries in which our client operates.

The successful candidate will have existing experience in some other loss types, but will undergo training and mentoring to become expert in a specialist class.

Prospective candidates should consider the following key requirements for this role:

- Experience as a commercial loss adjuster
- AICLA qualified or progress towards Diploma qualification or an alternative relevant professional qualification, with a willingness to complete loss adjusting professionals.
- Able to work semi-independently for an initial period, with strong support from our home office.
- High level of interpersonal skills and good writing skills.

In return the successful candidate will be rewarded with a performance-based remuneration package tailored to incentivise good outcomes. We have a collegial professional environment and a healthy employment relationship history. Our office is located close to the Sydney CBD.

Apply in absolute confidence with a summary CV by email to: darren.hill@whkgreenwoods.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.