



FROM THE INSTITUTE PRESIDENT, STEPHEN THORPE

2007 marks the 10 year anniversary of the establishment of AICLA. Many members will well remember that three loss adjusting bodies – The **Chartered Institute of Loss Adjusters (Australasia)**, **Australian Institute of Loss Adjusters** and **Institute of Loss Adjusters New Zealand** agreed to merge to form AICLA. The merger was overwhelmingly supported by members at the time and was a tribute to the leaders of the respective institutes. Clearly, the move was correct, as a single Institute we have been able to pool intellectual and financial resources to achieve outcomes that would not have been otherwise possible, such as development of the highly regarded Diploma of Financial Services (Loss Adjusting) course, AICLA website and recently the CPD online initiative.

Our Secretary, Tony Libke has been able to dig up a photo from the first directors' meeting, which is shown below. An industry cocktail function to mark the anniversary is planned to be held in Sydney in conjunction with the AICLA Board meeting and Annual General Meeting in October 2007. Further information about the function will be advised to members.



*Seated: Mike Brooke, Bob Richards (President), Leo Fluitsma
Standing: David Finney, Peter Kemp, John McDonnell, Ken Grieve,
John Hooke, Tony Morgan and Tony Libke*

Insurance Industry Awards

In the past few weeks, I have been involved as a judge (excluding Loss Adjuster of the Year) of the ANZIIF sponsored Insurance Industry Awards. I commend the awards to members and encourage firms large and small to consider nominating for the awards in 2008. Congratulations to all who nominated for the awards and in particular the following award winners who were recognised for their achievements at a recent dinner in Sydney attended by 700 guests:

Insurance Industry Prize Winners

Broker of the Year

Aon

General Insurance Company of the Year

QBE

Law Firm/Practitioner of the Year

Minter Ellison

Life Insurance Company of the Year

CommInsure

Loss Adjuster of the Year

GAB Robins NZ

Reinsurance Company of the Year

Munich Re

Premium Funder of the Year

Pacific Premium Funding

Risk Team of the Year

Guild

Risk Practitioner - Merit Award

Kevin Knight

Service Provider to the Insurance Industry

Finity Consulting

Services to the Community

Ansvar Insurance

Technological Innovation of the Year

Savant

Insurance Leader of the Year

Bob Buckley

Extreme Weather

As Australian members are aware, there have been extreme weather conditions in the Hunter Region, NSW and Gippsland Region, Victoria. There has also been wild weather in New Zealand with flooding in Northland, tornadoes in Taranaki and flood and ice damage in the South Island. Further a field, flooding in parts of the UK prompted me to write to our colleagues at CILA offering "Cat" assistance by AICLA members. CILA expressed their gratitude and indicated that they were able to manage the situation with existing resources but would keep our offer in mind for the future.

Division AGM's

Division AGM's will be held during August and I ask members to attend their division AGM to show support and also to use the meetings as an opportunity to raise any issues or ideas you may have to improve the operation of your Institute.

Insurance Council Report

We received a recent report from the Insurance Council on the insurance recovery efforts in the Hunter Region, New South Wales. Claims to date are approximately 62,000 with an estimated payout of AUD\$750 million. This compares with an estimated insurance loss of AUD\$540 million from Cyclone Larry in 2006, which hit North Queensland. Sadly, it is estimated that 1 in 5 people in the affected region have no insurance. The major areas of claims have been residential property 65%, commercial businesses 19% and motor vehicles 12%.

Pleasingly, complaints to date have been very small indicating the quick response by loss adjusters and the insurance industry following the disaster.

[A full copy of the Insurance Council report is attached.](#)

Convention

With less than three weeks to go before the Claims Convention in Sydney 22 – 24 August 2007, the event will be a great opportunity to hear leading speakers discuss a range of topical matters under the theme **Claims Excellence in Catastrophe**. Representatives from leading insurers, brokers, reinsurers and others will be in attendance providing an opportunity for loss adjusters to meet informally with key industry figures. [A copy of the convention program and registration form is attached.](#)



*Kind Regards,
Stephen Thorpe - President*

CPD ONLINE

Thank you to Alan Ford for the following information he has put together about the CPD online initiative.

We recognise that many members who are not in the capital cities have difficulty amassing sufficient CPD points each year from e.g. attending seminars. Others have time pressures that make such daytime attendance difficult. Partly to assist those members and also to make use of all available facilities for ongoing development, AICLA has entered into an arrangement with ANZIIF (Australian and New Zealand Institute of Insurance and Finance) whereby CPD material for AICLA is hosted within the ANZIIF educational website.

The operation of the website is managed by ANZIIF, while AICLA provides the material. At present a few units are on the site, and these will be progressively added to and eventually renewed on a regular basis.

The units currently on the site are:

- **Office skills**
 - How not to adjust a claim - for absolute beginners! 1 point
- **Legal**
 - Code of Practice (Australia) 1.5 points
- **Business Interruption**
 - basics re accounts and gross profit 1 point
- **Property**
 - IOS determination - damage by tenant 0.75 points
- **Property**
 - IOS determination - forcible and violent entry 0.75 points
- **Property**
 - Case study - small ISR claim 1 point

A further 3 papers are imminent, and more are due shortly.

Members are encouraged to make use of this material as a part of their CPD activities. Those with Internet experience will no doubt be fairly comfortable with navigation in the ANZIIF site. For those who are only occasional users these notes have been provided to assist with this.

Step by step guide to using the facility

1 Assuming that you are connected to the Web and now within your browser (usually, but not always, Microsoft Internet Explorer) you need to go to URL www.theinstitute.com.au/anziif.

It will be helpful if you nominate this as a Favourite, to enable easy access in the future.

2 Shortly, a welcome page is displayed and in a panel at the lower right you will see fields for entering your ANZIIF **Master ID** (If you have not already been allocated this by ANZIIF please contact the AICLA administrative office in the first instance).

- 3 After keying in **Master ID** and password, double click on **Login**. (Note: Your computer's operating system will usually give you the option of "remembering" your password, so that in future pressing the TAB key will automatically enter it).
- 4 Another welcome page loads, and in a panel at the lower right is a section headed Online Education. One of the choices is **InSITE Corporate Ed**. Double click on this.
- 5 You are now in the InSITE section of ANZIIF's site. Under the heading "Your Courses" on the left you will see a rather subtly marked link > **AICLA 2007**. Double click on that. You will now reach the AICLA welcome page. You will see on the left hand side a menu. The exact options will depend on where you last left the site (but see our recommendation below). Options include progressing to various "**Modules**". From now on you will find the menu at the left of all pages.
In this system, the word "Course" is used to describe the whole initiative, a "Module" is a subject and a "Unit" is a particular paper.
- 6 Double clicking on a chosen **module** will result in available **units** being displayed.
- 7 Double clicking on a chosen **unit** will display a further menu, typically starting with an introduction and finishing with an evaluation, where you can give feedback (note: most of the feedback questions are optional).
The left hand menu is scrollable by moving the scroll bar (clicking on the end limits or dragging the bar) when it is shown.
- 8 When finished with a unit, it is a good idea to navigate back to the **Course Home** page (Course being the ANZIIF site word for the whole initiative, as stated). This is because when you next use the system it will take you back to the point where you last were.
- 9 To close down, close the Course Welcome page with your browser (for XP this is by clicking on the red **X** at the top right of the screen). This will reveal the original welcome page and in the right hand centre is > **logoff**.

These steps may appear convoluted but members are urged to persevere, as with use they will become intuitive.

NEW/ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Andrea Porte	Ordinary	Tasmania

ELEVATED MEMBERS

Name	Class	Division
Paul Wittber	Associate	International

DIVISION NEWS

QUEENSLAND DIVISION NEWS

The Queensland Division AGM will be held at 4.30pm on Thursday 16 August 2007 at the Pineapple Hotel, Kangaroo Point.

An ISR Hypothetical Seminar is being organised for September.

INTERNATIONAL DIVISION NEWS

The International Division will be holding its AGM by telephone conference on Wednesday 29 August 2007. The division is also looking to hold in conjunction with the Singapore College of Insurance a seminar in November 2007.

POSITIONS VACANT

CRAWFORD AND COMPANY

Loss Adjusting Career Opportunities

Due to market growth, Crawford and Company Australia has various full time Loss Adjusting opportunities available in our Perth and Sydney Offices.

Liability Loss Adjusters – Perth 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.

Engineering Loss Adjuster – Sydney

Our Sydney office is seeking an experienced Engineering Adjuster with a background in Machinery, Electrical or Computer Breakdown losses. Some experience in property/domestic losses will be highly regarded, however training will be provided in this area.

Property Loss Adjuster – Sydney

Our Sydney office is seeking an experienced General Property Loss Adjuster with experience in domestic/ small commercial claims to join its expanding team of professionals.

For these qualified Loss Adjusting opportunities above, you will need to have substantial loss adjusting experience and membership with the AICLA. You will also need to possess excellent IT, communication (both written and oral) and time management skills. An attractive remuneration package is on offer including base salary, company vehicle or car allowance and generous bonus scheme for the successful candidates of these Loss Adjusting opportunities

Trainee Loss Adjusters – Sydney and Perth

Are you an experienced claims professional who is seeking to take their career to the next level? Have you commenced your career in Loss Adjusting or have a solid claims handling background and a willingness to progress your career? Then this is the ideal opportunity for you!!

Crawford and Company will provide the successful candidate with the training and study support to kick start your career in Loss Adjusting.

An attractive remuneration package is on offer including base salary, fully subsidised study assistance, and upon successful completion of training, a company vehicle or car allowance will be provided.

Please direct all queries and your application for any of these opportunities including requests for a position description, to Anna Prusa, National HR Consultant at jobs@crawco.com.au or fax your application on (03) 9685 0010. All enquiries and applications will be treated with 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.

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.

