



**FROM THE
INSTITUTE
PRESIDENT,
IAN MCWALTER**

Stephen Thorpe in his last LA News as retiring president outlined the changes that have been made to the Board and gave thanks to everyone involved, both those coming on and those going off. As the newly elected president I wholeheartedly endorse those remarks and must also thank the Board for their confidence in electing me.

The one person however who did not receive any accolades in that newsletter was Stephen himself. I put that however down to Stephen's own humility rather than Tony Libke editing out those parts!

The role of the president is as much down to the individual as that laid down by the Board or constitution. Having worked with Stephen in his two year term I can honestly say that he far exceeded, in terms of input, what might have been expected of him. He is, like any good loss adjuster, a man with a view but also has the strength of character to know when to temper this to the collective will. The Institute is fortunate to have been under Stephen's stewardship for these past two years. We all wish him well for the future.

I find myself as the incoming president in a position of inheriting a strong legacy. Whatever positive outcomes I and the current Board might achieve in our term will be in no short measure because of this legacy, or as Isaac Newton once put it, because we will all have "stood upon the shoulders of giants".

With AICLA I believe it's the classic case of the whole being greater than the sum of its parts, or as past president Mark Godfrey succinctly put it, "we punch above our weight".

Take our exam stat numbers as an example. There has been a 40% growth over the last year, which is an excellent achievement. It is therefore somewhat ironic perhaps that attracting people into loss adjusting still remains a difficult issue.

The mooted merger between our examination service providers, ANZIIF and the UK body CII, could have far reaching ramifications for our own system and for AICLA. Our marketing opportunities will be greatly increased, some might argue even as far as the UK itself.

Our growth, in part, will be reliant upon the outcome of our Communications and Profile Campaign. To be successful we must, at least in part, convince the industry to reconsider its attitude toward us.

I am mindful though of the old Chinese proverb which says, "if you want to change the family, you change yourself".

As an individual I realise I must ask myself, "what can I do to change my attitude", for the positive, both towards the larger insurance industry and AICLA itself.

This brings me to the theme which I intend to adopt for my presidency. That theme is one of help. It's what, when you take all the complexity out of it, the insurance industry is about.

To achieve growth and to elevate our own worth in the eyes of our own family, the insurance industry, we need two things: firstly a willingness to effect our own changes and secondly never to be afraid to either give help or to ask for it.

If I or the Institute can be of help please ask, and I hope, if as president I have to ask for your help you will be able to assist.

I can be contacted by email at ian.mcwalter@technical.net.au.

*Kind regards
Ian McWalter*

ELEVATION FORM

The Administrative Office has developed a simple form for members to use when they apply for elevation in membership. A copy of the Application for **AICLA Membership Elevation** can be downloaded together with the **Summary of the Qualifications** required for classes of membership.

As AICLA does not receive information from ANZIIF on students completing Diploma of Financial Services (Loss Adjusters) modules it is up to members to advise the AICLA Office when they have qualified for elevation in membership.

[Click here to download the application for AICLA Membership Elevation file.](#)

[Click here to download the Qualifications for classes of membership file.](#)

CPD ONLINE

Our on-line CPD initiative is one of the array of possibilities for gaining those essential CPD points. Where it has a distinct advantage is that it can be fitted in to odd hours, such as rainy weekends, early in the morning (before those phones start peeling!) or in the evening.

Have you tried it yet? There is a selection of papers. Some you may find laughably easy (they are for the beginners), some are harder and some are very challenging in their depth or subtle implications. Each paper is followed by a 'quick quiz' to confirm understanding. Although the results are not recorded, there is immediate feedback indicating how well you have performed.

From time to time we feature determinations from the Financial (used to be Insurance) Ombudsman's Office. Study of these determinations is useful in seeing the way that Office thinks in particular cases. Paper PRO102 deals with a determination in relation to a claim by a landlord arising from alleged malicious damage to property by tenants.

Step-by-step instructions for accessing our on-line CPD material will be found clicking here.



AGM, ADELAIDE

At the AGM held in Adelaide on 23 October 2008 the following Office Bearers were elected for 2008/09:

| | | |
|-------------------------|---------------------|-----------------|
| President | Ian McWalter | NSW |
| Deputy President | Ian Lavin | QLD |
| Executive Member | Jefferey Tan | Malaysia |

Also at the meeting Michael Davies was elected Education Director and Jaye Kumar was elected to the position of International Development Director.

Below are photos of members at the AGM.



DIVISION NEWS

Queensland

The Queensland Division held a successful End of Year luncheon on Friday 7 November 2008. A full house of 80 members, retired members, guests and industry suppliers attended the function at Tattersall's Club. Mr Michael Hand, ACE Insurance, Sydney provided an excellent presentation on the topic "Musings on the Future of the Claims Industry: Insurers, Claimants, Loss Adjusters and Services Providers".



DIPOMA ENROLMENTS

As mentioned in the President's report enrolments in the Diploma of Financial Services (Loss Adjusting) have increased markedly over the past year. The summary below shows the high relative enrolment numbers in New Zealand and Malaysia.

| MODULE CODE | MODULE DESCRIPTION | 2007(TO 22/10/07) | 2008(TO 22/10/08) |
|--------------|---|-------------------|-------------------|
| FSA501 | Introduction to Loss Adjusting | 88 | 120 |
| FSA502 | Loss Adjusting Practice | 53 | 91 |
| FSA503 | Negotiating Effective Settlements | 41 | 64 |
| FSA504 | Loss Adjusting Law and Regulation | 53 | 82 |
| FSA505 | Managing Operations | 30 | 41 |
| FSA506 | Property and Casualty Loss Adjustment | 38 | 62 |
| FSA507 | Business Interruption Loss Adjustment | 12 | 11 |
| FSA508 | Liability Loss Adjustment | 17 | 16 |
| FSA509 | Building Loss Adjustment | 15 | 16 |
| FSA510 | Theft, Money and Fidelity Loss Adjustment | 11 | 14 |
| FSA511 | Construction Loss Adjustment | 7 | 8 |
| Total | | 365 | 525 |

| LOCATION | ENROLMENTS |
|--------------|------------|
| Australia | 210 |
| New Zealand | 102 |
| Malaysia | 101 |
| Thailand | 22 |
| Indonesia | 19 |
| Hong Kong | 18 |
| Singapore | 15 |
| Vietnam | 12 |
| Taiwan | 9 |
| Fiji | 8 |
| China | 6 |
| Macau | 3 |
| Total | 525 |

The below chart shows enrolments by gender and age. It is interesting that 25% are females and that 49% of examinations are being undertaken by those within the age group 25/ 35 years.

| AGE GROUP | FEMALES | MALES |
|--------------|------------|------------|
| Under 25 | 7 | 9 |
| 25-35 | 71 | 185 |
| 36-45 | 40 | 131 |
| 46-55 | 17 | 60 |
| 55+ | - | 4 |
| Unknown | 1 | |
| Total | 136 | 389 |

DIPLOMA COURSE

The next enrolment date for the Diploma of Financial Services (Loss Adjusting) is 22 November 2008. This is the final scheduled enrolment period for 2008. If you wish to enrol or would like more information please contact ANZIIF at www.theinstitute.com.au.

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

| Name/Company | Class | Division |
|--------------|-------------|------------|
| Darryl Greig | Provisional | Queensland |

ELEVATED MEMBERS

| Name | Class | Division |
|--------------------|-----------|------------|
| Thinh Quoc Tran | Affiliate | Vietnam |
| Nguyen Khanh Trung | Affiliate | Vietnam |
| Darren McKinnon | Fellow | Queensland |

POSITIONS VACANT

CRAWFORD AND COMPANY AUSTRALIA

Loss Adjusting Career Opportunities



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

Commercial Loss Adjuster – Brisbane



A new opportunity has become available in our Brisbane, Queensland office for an experienced Commercial Loss Adjuster. The successful candidate will be involved in handling medium to large property, construction and commercials claims on behalf of our clients.

Senior Loss Adjuster – Perth



We currently have a position available in our Perth office for an experienced Loss Adjuster to join its expanding Perth business. The position will involve the handling of Commercial Property Claims for a diverse range of insurers.

Crawford offers excellent support and there is a strong team environment within the business.

For these qualified Loss Adjusting opportunities above, all candidates will need to have substantial loss adjusting experience and preferably retain formal industry qualifications. 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 Adjuster – Perth



Our expanding Perth business is seeking an enthusiastic and motivated Trainee Adjuster to join its Perth team.

The position requires the assessment and management of domestic and small commercial claims for a variety of insurers.

Previous insurance and/or claims experience would be beneficial, however internal training will be provided. Anyone with a building or trade background is also encouraged to apply.

The successful applicant will be rewarded with excellent career opportunities, competitive salary and incentive scheme, fully maintained company vehicle and a great working environment.

Please direct all queries and your application for any of these opportunities including requests for a position description, to Anna Prusa, National HR Manager at jobs@crawco.com.au or fax your application on (03) 9685 0055. **All enquiries and applications 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. The advertisements also appear on the AICLA website www.aicla.org. If you wish to advertise, please send information to adminoffice@aicla.org. Advertisers can remain anonymous with job applicants responding direct to AICLA.

