



**FROM THE
INSTITUTE
PRESIDENT,
IAN MCWALTER**

It's funny what sticks in your memory and why.

When I was studying law, and which now seems an eternity ago, one of the electives I took was industrial law.

It was pretty dry stuff, and now, all these years later one of, if not the only thing, that remains embedded in my mind, is the name of a particular union, the Society of Snuff Grinders Blenders and Purveyors.

At that time, in the early 1970's, they were the smallest union in the UK, with a membership of 8. Checking recently, and sadly for all you closet snuff takers, they now seem to have become simply a footnote in the annals of union history, emblematic of a gentrified, albeit slightly dusty, past era.

The reason for mentioning this is that at the recent CEO meeting the perennial conundrum of how and what we should refer to ourselves as being was again a topic of discussion. Should we be marching to the beat of a new drum and consider a name change?

Is the term "loss adjuster", perhaps like some of our members (and maybe I should include myself here), emblematic of all that is now seen as crusty, curmudgeonly, defiantly, and most definitely, unhip?

There is a view it is the term "loss adjuster" which is the problem. Certainly it's a term which sometimes I have had misgivings over. It can be seen to put a negative spin on what we do, that we have come to "adjust" the loss and, being insurance, this can only mean one thing, 'adjusting it downwards'.

I am of a mind however, that what we perceive in things, circumstances and people is very much how we,

as individuals, see the world. It's a bit like the "glass half full/half empty" syndrome. But whilst its true that perceptions can be difficult mind animals to tame, turning a negative to a positive is something I believe most of us try and do in our lives.

Being candid, it took me over 20 years to even begin to figure out why I was doing loss adjusting. When the penny dropped I realized I had been using my work to, literally, adjust to my own losses. We all suffer from, and fear, losses in our own lives, whether it's the loss of money, a job, status, power, family, or even, for some, loss of their hair!

In the recent disasters, from fire to flood to storm, its not difficult however to see that what we are doing as loss adjusters, is helping people to adjust to their own personal losses.

We are there to lend a helping hand, to listen, offer advice, organise and recommend the payment of money, but it is most definitely a mix of things not a sole issue. What dull lives we would lead if it was all just about the money.

As to whether we are a profession, well that's a debate for another time. At the least however, if some of our current sportspeople can be described as professional then there are a lot of loss adjusters I know who, at the least, deserve that moniker.

An institute is not a business. It has a different cultural basis and requires to carry with it a history and some form of authority and which, inevitably, must be derived from that history.

The fickility of Fashion is well known. Take snuff. What killed snuff taking, ultimately, was fashion. It was when technology was able to mass produce elegant white handkerchiefs rather than coarse coloured ones. Snuff stains on coloured handkerchiefs couldn't be seen, but on white handkerchiefs..... well as they say, the rest is history.

Insurance however is not really, per se, a fashion statement. Any institute that operates within an industry should reflect back what lies at the heart of that industry.

On reflection I now see the term “loss adjuster” as reflecting back what insurance is about and what we do, because I see it as multi-faceted, not singular in its intent. If however there are people who see the term as negative then I would also suggest the problem rests not with them but with ourselves in not selling the message well enough.

No-one wants to end up as the Society of Snuff Grinders Blenders and Purveyors, a footnote in some dusty tome, or long forgotten memory in a, sometime to be, past presidents mind.

We should not fear debate over this issue, but equally we should be mindful not to squander but use our mental resources to project positive messages. Let us use that energy to take a message to our wider insurance audience, a message that loss adjusting is not a singular focus but is multi-faceted, and that whilst the name may not, at this point, change, as people we can.

"I express the sincere condolences of all members of the Institute to the family of Trevor Brereton who was tragically killed while performing loss adjusting duties. It is a poignant reminder of the hazards faced by loss adjusters every day."

Kind regards
Ian McWalter

TRAINEESHIP FOR LOSS ADJUSTERS

ANZIIF has developed a Federal Government approved new Certificate IV Financial Services Traineeship specifically for loss adjusters: The program is based on three modules from the current Diploma of Financial Services Loss Adjusting (**FSA 501 Introduction to Loss Adjusting, FSA 502 Loss Adjusting Practice and FSA 504 Loss Adjusting Law and Regulation**) together with two further ANZIIF modules Serving the Customer and Claims Handling. The five module traineeship costs \$3,500 and employers may be eligible for Government funding of up to \$4,000 per trainee.

Details about the traineeship can be found at the below link : <http://www.aicla.org/download/AICLA-downloads/certiv-financial-services-traineeship-2008.pdf>.

Any queries about the traineeship can be made direct to Mark Ryan, Business Relationship Manager, ANZIIF. Phone (61 3) 9613 7254 or email MarkRyan@theinstitute.com.au.



VALE
**TREVOR
BRERETON**

19.11.1952 – 24.2.2009

Trevor Brereton joined the McLarens group from the SA Police Force on the fifth of March 1990 at Mount Gambier. His dedication to his work and studies gained him rapid promotion to branch manager within a couple of years.

In May 1994 he transferred to MYI Mildura office as branch manager for a period of three years.

He had a break for a year or so from loss adjusting but it was in his blood and he came back to adjusting in 1998 serving variously in Cairns and Mount Isa offices.

By 2003 he was the licensee /operator of the MYI Mount Isa office which continued until his tragic death in a light plane accident on the 24th of February 2009 just south of Normanton in Queensland.

Trevor loved his job and in particular loved to be part of the McLarens family, keeping in regular contact with his colleagues throughout Australia.

He will always be fondly remembered for his ready smile and his willingness to go out of his way to assist everyone.

He was well-known in north-west Queensland flying his Piper Warrior aircraft which enabled him to cover vast tracts of land during difficult times such as floods etc.

Trevor was highly regarded and respected in the insurance world and will be a great loss to the industry and all his friends, and family in Mt.Isa and Adelaide.

Farewell Trevor, you will be sorely missed.

Richard Knight – McLarens Young International

CPD ONLINE

There's no doubt that one of the physical problems with loss adjusting is fitting all necessary tasks into the working day. Of course, most of the workload is case handling, and most claimants want a resolution to their problem yesterday! It's not surprising that administrative and other non-case activities get pushed onto the back burner for much of the time. And yet there are other tasks that simply must be done. The Institute's insistence on accumulation of the necessary CPD points annually to evidence satisfactory ongoing education is a reminder that great importance is attached to this aspect of an adjuster's working life.

To contribute to the choices of activities available for CPD, your Institute has provided an on-line CPD facility for some time now. A range of papers can be read in those odd out-of-hours moments, and you can test your understanding of the topics by tackling the short quick quiz at the end of every paper.

Asbestos is often in the news. A nasty material that rears its ugly head in many building claims and some other long tail liability matters. Yet the danger of asbestos has been known for a long time, and indeed there is a suggestion that this danger was deliberately concealed in the past by some members of the asbestos mining and manufacturing industry.

Read our summary of the subject at paper GEN101, and see what you think.

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



IFAA CONFERENCE

For the information of members attached is a copy of the brochure and registration form for the IFAA Global Best Practice for Loss Adjusting Conference to be held in London on 30 April 2009.



DIVISION NEWS

QUEENSLAND

The Australian Insurance Law Association and Queensland Law Society will be holding an Insurance Intensive at the Noosa Sheraton Resort on 14-15 May 2009. A copy of the program and registration form is available at the following link: <http://www.aicla.org/download/AICLA-downloads/AILA09-brochure-A4-v8.pdf>

NEW ZEALAND

2009 Education Seminar

15 – 16 May

This year's seminar will be held again at West Plaza Hotel, Wellington.

The New Zealand Council are working towards a theme of "Climate Change – Insurance" and are in discussion with NIWA, Ministry of the Environment, EQC and a leading insurer.

From our initial enquiries and with what we have seen and heard recently about climate change, this seminar should be very interesting.

There will be other more general sessions as well.

Whether or not you believe in climate change you should attend the seminar to find out how it may affect you and the insurance world.

Enquiries please contact : grahame.smith@mclarensyoung.com

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Karen Leslie	Provisional	Queensland
Raymond Bailey	Provisional	New Zealand
Peter Adams	Provisional	New Zealand
U-Jin Oon	Affiliate	Malaysia
Jaswant Singh	Affiliate	Malaysia
Kenneth Kee	Affiliate	Singapore

ELEVATED MEMBERS

Name	Class	Division
Stephen Wilson	Associate	Queensland
Sacha Paul Vaz	Associate	Malaysia

POSITIONS VACANT



Liability Loss Adjuster

An exciting opportunity has arisen for an experienced and energetic liability loss adjuster to join the Adelaide branch of Echelon Loss Adjusting ["ELA"].

The successful candidate will manage a mixed portfolio of liability claims for a wide range of clients, including Australian and London based insurers, lawyers, local and state government and corporate clients. He/she will also be expected to assist in managing client relationships in South Australia, and pro-actively develop new business.

Please apply in confidence to John van Wetering, National Manager Loss Adjusting, Echelon Loss Adjusting, Level 10, 468 St Kilda Road, Melbourne, 3004.

Or apply on line: vanwj@echelonaustralia.com.au



EXCELLENCE IN EVERYTHING WE TOUCHSM

CRAWFORD & COMPANY

Loss Adjusting Career Opportunities

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

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



EXCELLENCE IN EVERYTHING WE TOUCHSM

Domestic/Commercial Loss Adjuster – Sydney

Ideally you will need to be approaching full qualification as a Loss Adjuster, with proficient loss adjusting experience and membership with the AICLA. However we will consider applicants with over 5 years Commercial Loss

Adjusting experience who are not currently looking to become qualified. You will also need to possess excellent IT, communication (both written and oral) and time management skills.



EXCELLENCE IN EVERYTHING WE TOUCHSM

Liability Loss Adjuster – Brisbane

Candidates for this position will need to be experienced in the investigation, assessment and adjustment of complex public and product liability claims and have current industry accredited membership. The successful candidate will be able to demonstrate excellent analytical, technical, communication and time management skills. Leadership qualities will be highly regarded. In addition, you will hold current AICLA membership, and have excellent IT, analytical, communication (both written and oral) and time management skills.



EXCELLENCE IN EVERYTHING WE TOUCHSM

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.

Attractive salary packages are on offer which include base salary plus superannuation, company vehicle or car allowance for the successful candidate.

Please email your application Tina Robotis, National HR Consultant at jobs@crawco.com.au or fax your application on (03) 9685 0055. All 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.

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