



**FROM THE  
INSTITUTE  
PRESIDENT,  
IAN MCWALTER**

Since my last communication Tony Libke, our secretary, and myself have visited Hong Kong, Malaysia, New Zealand and Singapore. We attended members' meetings and seminars, met with various CEO's and discussed issues with a range of organizations from the MII in Malaysia to ICNZ in New Zealand.

Philip Macguire and I have also met with a number of local claims managers from various insurers in pursuit of our profile and communications campaign.

We have also had a board meeting in the interim.

To tell you the detail of what happened at all these meetings however would probably take more editions of LA News than any of you might ever want to read and I would ever care to write!

From the many words, opinions and suggestions which I have listened to however, it seems the issues which concern our international and New Zealand counterparts are, for the most part, similar in nature to those which concern those in Australia.

These range from, for example, concern over the lack of new talent coming into the industry and when it does enter, how to retain it, to the status of loss adjusters being undervalued.

This brings me to a point which I have heard suggested, in a number of quarters, from all divisions.

That is the view that loss adjusting is a career that people enter at some "second stage" of life. There is a suggestion it is only for people "when they get a bit of maturity".

From my perspective, firstly I think that is, at best, self-defeating and at worst self-serving. It can quickly produce an attitude that "its not an industry for young people", which is hardly likely to make it attractive to the very people we need to attract.

Secondly this idea only looks at the fact the industry is top-heavy in the 46+ age category ( accounting for over 60%+ of our members). It does not address the issue as to why people might appear to join at a later stage of life.

What leads me to the viewpoint that this idea, that loss adjusting is more in the nature of a second career, is more of a mythology than an actual fact, is from talking to insurers and younger adjusters.

It has become increasingly apparent to me that the role of AICLA is, from the insurers perspective, largely unknown or, at best, not quite understood. Not only are many unaware of who we are and what we do, but worse, most seem completely unaware of the fact we have our own education and examination system. Of the last 4 claims managers Philip and I have spoken to, all from major companies, none were aware we had an education system. This very much backs up the research done previously by Philip.

It would however be difficult to blame insurers for being unaware. That must come back to ourselves in some way, for having forgotten to sell the message. Perhaps in the last 10 to 15 years we have become so focused on other issues we have forgotten to tell insurers we have an education system.

If this is the case, then I must pose the question who else and what else have we forgotten to tell about ourselves? Could the fact younger people don't seem to be entering the industry/profession, call it what you will, in the numbers necessary to sustain it be due to them simply not being aware of its existence?

I have noticed however in Asia and New Zealand, particularly in some firms, in certain cities, a healthy influx of younger people including a number of

women. In talking to them, most however seem to have stumbled across loss adjusting rather than having sought it out.

There is no doubt recruitment of new talent and feeling undervalued are vexatious issues but it is not going to assist any of us to naval gaze and start pointing fingers.

If we do consider ourselves to be undervalued then they only way to address this is to sell our message to our principals. Not to harangue or berate them, but sell the positives of what we do. Our education. Our training. Our view of the future.

The more younger and well educated people we can attract into our industry the more likely the general insurance industry will sit up and take notice.

That means all of us selling the message, AICLA's message of education and training, at every opportunity.

Our profile and communication campaign is just one plank of this. One of the next items for consideration is the setting up of two committees, one for women in loss adjusting and the second for young loss adjusters, being anyone under the age of 35.

Anyone who has an interest in this can contact either Tony or myself.

Till the next newsletter I wish you all well and thank everyone in the last month who assisted Tony and I in our travels.

*Finally, I would like to congratulate the 2008 winners of AICLA academic awards for studies in the Diploma of Financial Services (Loss Adjusting). Indeed it is interesting to note that despite representing less than 10% of AICLA membership three of the four winners were females.*

**Ian McWalter, President**

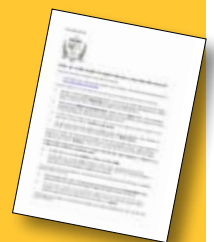
## CPD ONLINE

Yes, another AICLA year is nearing its end. How are those CPD points coming along? Members having difficulty owing to pressures on time are invited to take advantage of our on-line CPD initiative. While unfortunately we can't create extra time, at least we can provide the opportunity to add to continuing professional development out of normal hours, when so many loss adjusters have to deal with important non-claim matters.

If you haven't tried it yet, please visit our on-line CPD facility and look at the range of papers (instructions for accessing them are in the thumbnail that follows). These cater for all levels of experience and there'll be something there to interest you. Let us know if you have any difficulties in accessing the material.

Adjusters don't often think about such topics as GST adjustments, subrogation and reinsurance in the same breath, but in fact all these — and many other topics too — can be thought of as mechanisms of exposure control. As such (with the exception normally of reinsurance) they are matters that have to be addressed by loss adjusters when adjusting a claim. An exploration of them all in one paper is perhaps unusual; however, new adjusters in particular will benefit from an in-depth examination of the way they impact on a claim. Have a look our paper 'Mechanisms of Exposure Control' at GEN105, where you may find a new approach to explaining the operation of many apparently diverse principles.

**Click on the thumbnail for full instructions on accessing the AICLA On-line CPD facility.**



## PRIZE WINNERS 2008

**Congratulations to the following AICLA 2008 prize winners on their awards in respect of studies in the Diploma of Financial Services (Loss Adjusting). Details of the criteria for awards are available at [www.aicla.org](http://www.aicla.org).**

The Diploma Prize	Kamini Kanagalingam	GAB Robins (Malaysia) Sdn Bhd	MALAYSIA
Charles Buchanan Prize	Emily Hart	Crawford & Company (Australia) Pty Ltd	SA
Syd McDonald Young Adjuster Award	Emily Hart	Crawford & Company (Australia) Pty Ltd	SA
Ted Cooper Prize (WA)	Michael Pagels	Australian Network Adjusters (WA)	WA
Brian Geraghty Prize (QLD)	Sharon Dawson	CHU Underwriting Agencies	QLD

## DIPLOMA ENROLMENTS

Winter months normally signal a less hectic period for loss adjusters and a good time to undertake studies in the Diploma of Financial Services (Loss Adjusting). This course has been written by loss adjusters and completion of the 8 module course is the basis for Associate membership of AICLA and Chartered Loss Adjuster status. Registrations in the diploma continue to be strong with over 200 enrolments for the year to date.

### NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

#### NEW MEMBERS

<i>Name</i>	<i>Class</i>	<i>Division</i>
Anastasia Teresi Wales	Provisional	New South
Michael Lee	Provisional	New Zealand
Leigh-ann Rutland	Provisional	Queensland
Adam Noble	Provisional	South Australia
Leah Cuthbert	Provisional	South Australia
Ramakrishnan Kervsseben	Affiliate	Malaysia

#### ELEVATED MEMBERS

<i>Name</i>	<i>Class</i>	<i>Division</i>
Leigh-ann Rutland	Affiliate	Queensland
Nguyen Ngoc Vinh	Affiliate	Vietnam
Queck Hong Beng	Associate	Malaysia
Chew Cheng Wee	Associate	Malaysia
David Brown	Associate	New Zealand
Mark Kenyon	Associate	New Zealand
Emily Hart	Associate	South Australia
Law Kong Hoi	Fellow	Singapore

### ROY D. WILSON RETIRES

After a distinguished career in loss adjusting spanning over 32 years Roy Wilson of Wilson R. D. & Associates Pty. Ltd., Cheltenham, Victoria has announced that he is not taking on any new assignments and will retire in the near future. Roy wishes all his friends and colleagues a bright future.

AICLA thanks Roy for his contribution to the profession and all the best in his retirement.

## PROFILE AND COMMUNICATIONS CAMPAIGN

Here at AICLA we have started to “roll-out” our planned communications and profile building activities aimed at getting positive messages about the Loss Adjusting profession through to the insurance industry. As far as our longer term objectives are concerned, we recognize we still have a long way to go - as evidenced by the feedback we get from many in the insurance claims sector.

The survey of claims professionals we conducted a few months ago showed a low level of knowledge not only about our educational qualifications offerings, but also about AICLA itself. We want to change that.

And we are confident we can.

A vital element of our response to the lack of understanding about our Institute and the value added by the Loss Adjusting profession is to get out and meet face to face those senior executives from insurance companies who have overall responsibility for claims within their organisations.

The point of these meetings is to engage in genuine discussion about the issues that matter to the claims sector and to seek responses to questions such as:

- What do insurers know about AICLA and the professional qualifications we offer?
- Why should they care?
- What does AICLA offer insurers to help ensure the professionalism of the Loss Adjusters they appoint - who after all are often the “face” of the insurer with the customer?

We talk about the breadth of skills of professional Loss Adjusters – emphasizing the need and ability to provide people skills as well as technical skills and practical skills.

As well as communicating these messages (and others) we are asking for support from these key executives. Support through engaging with AICLA by:

- Looking at our educational offerings and considering the value they may add for an improved professionalism in their organisation’s claims handling
- Actively participating in the single most important claims event of the year – CC09 (August 19-21 2009, **put it in your diary now!**)

- Continuing the dialogue with AICLA through further meetings, receiving LA News, considering any opportunities for AICLA to present at insurers' internal conferences.

In our meetings we will also listen. Listen to our stakeholders' views on what they want and expect of loss adjusters. Listen to how we might better communicate our messages about the potential for professional Loss Adjusters to add value to the claims process, operations and outcomes.

Our first meetings have already provided us with helpful feedback as well as further opportunities for the future.

More about the details of that feedback in the next issue of LA News.

*Philip Maguire*  
*Development Director*

## DIVISION NEWS

### NSW

Make a note in your diary to make sure you don't miss out on our biggest event this year. The Annual Luncheon NSW/ACT Division to be held on **Friday July 24th at Royal Sydney Yacht Squadron**, Peel Street Kiribilli.

The luncheon – which is our primary social function of the year – is an opportunity for you, as a member, to bring an industry guest along to an afternoon of celebration of all that we represent, and some first class entertainment. After lunch entertainment this year will be Anh Do.

### QLD

The QLD Division Annual Charity Golf Day will be held on **Wednesday 3 June 2009 at Nudgee Golf Course**. This popular day supports the Royal Children's Hospital Foundation. We are thankful for support of the following sponsors of the event:

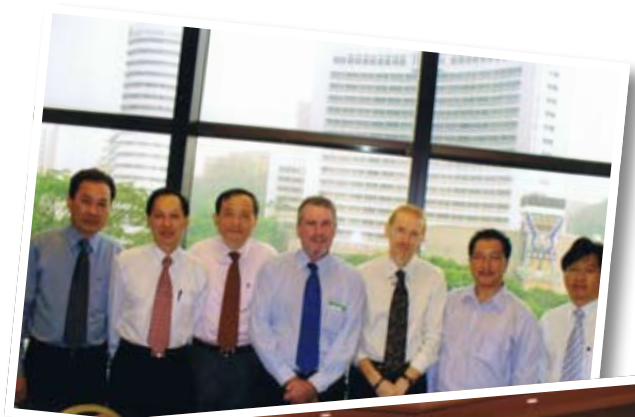
**Gold:** R & S Trading Pty Ltd, BMR Building Solutions, Australian Building Services, Bay Building Services, Juvenile Pty Ltd and Munters Pty Ltd.

**Silver:** Insight Restorations and Bridgestone Australia Ltd.

## INTERNATIONAL

In late April the President, Ian McWalter and Administrative Officer, Tony Libke visited Malaysia, Singapore and Hong Kong for a series of meetings. In Singapore and Kuala Lumpur, they were joined by the International Division Chairman, Jeffery Tan, in meetings with representatives of the Singapore College of Insurance, Singapore Insurance Institute, the Association of Malaysian Loss Adjusters (AMLA), the Malaysian Insurance Institute (MII), CEO's of major firms and members.

Below are photos with the CEO's in Singapore, members in Singapore and representatives of the Malaysian Insurance Institute in Kuala Lumpur.



# POSITIONS VACANT



EXCELLENCE IN EVERYTHING WE TOUCH<sup>SM</sup>

## CRAWFORD & COMPANY

### Loss Adjusting Career Opportunities

Based in Atlanta, Georgia, Crawford & Company ([www.crawfordandcompany.com](http://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.

### 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.

### 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.

### 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 commercial 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 to Tina Robotis, National HR Consultant at [jobs@crawco.com.au](mailto:jobs@crawco.com.au) or fax your application on (03) 9685 0055. All applications will be treated with the strictest of confidence.

### Loss Adjuster



**LMI  
Group**

Due to the continuing growth of the claims preparation division of the LMI Group, a loss adjuster is sought for their Brisbane operations. Business interruption claims experience is not essential, but will be highly regarded.

Interested applicants should apply to the Business Operations Manager, LMI Group, PO Box 2116, Camberwell Vic 3124, or email [wendy.hunter@LMIGroup.com](mailto:wendy.hunter@LMIGroup.com), enclosing a detailed CV.



**Australia's largest international insurance group and one of the top 25 insurers worldwide**

### Property Loss Adjusters

QBE is recognised as Australia's largest international insurance and reinsurance company with operations in 45 countries around the world, and is one of the top 25 global general insurers. Our growth nationally and internationally since our small beginnings in 1886 is the story of an institution that has played an important part in Australian commercial history.

We currently have two vacancies for experienced Property Loss Adjusters to assess and settle commercial and domestic claims in an efficient, accurate and professional manner. One position is based in Perth and the other will be based in either Adelaide or Sydney, depending on where the successful applicant is located.

This role will give you the authority to manage your own portfolio of claims and work as part of a national team to achieve goals. You will inspect and report on all losses and make recommendations to Underwriters on risk acceptability together with any necessary improvements.

To be successful you will have a proven background in Property Loss Adjusting with demonstrated strong communication, influencing and negotiation skills and the ability to work autonomously.

Please apply online at [www.qbecareers.com.au](http://www.qbecareers.com.au)

Applications close Monday Monday 1 June.

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](http://www.aicla.org). If you wish to advertise, please send information to [adminoffice@aicla.org](mailto:adminoffice@aicla.org). Advertisers can remain anonymous with job applicants responding direct to AICLA.