AUSTRALASIAN INSTITUTE OF CHARTERED LOSS ADJUSTERS

L.A. NEWS

NEWSLETTER #75, MAY 2010

FROM THE INSTITUTE PRESIDENT, IAN MCWALTER

We tend to measure life in years, sometimes in months or weeks but often, when in a queue or uncomfortable position, in hours, minutes or, even, seconds.

Of course there are other ways to measure your life. I could do it in terms of the number of LA News I have to complete before my tenure is up. By my calculation, after this one, I have 5 to go, but then, who's counting.

Another way would be by the number of AICLA board meetings I have left; one. Maybe though I should be mindful of the song that goes "one is the loneliest number".

Speaking of AICLA board meetings I had my fourth (or second last if you like) last week. Did I hear you ask "what does an AICLA board meeting entail" or did I mistake that for a stifled yawn?

To be frank, board meetings are not the bored meetings I once thought they might be.

Strange as it may seem, put a group of loss adjusters together and what do they invariably talk about……loss adjusting. And a lot of loss adjusters are very passionate people…. about, of all things….yes, you guessed it, loss adjusting.

Just some of the ideas and issues that came up for discussion, whether it was at the board table or the in between sessions were the following:

- Should we have a paid development director, to specifically concentrate on developing membership within Australia?
- Ditto to the above but acting in the International Division?
- Should future presidents be paid a small stipend?
- Is loss adjusting heading towards, or indeed has it arrived at, a two tier profession, specialists and generalists?
- Is the industry suffering from dumbing down (and not as I referred to it my last LA News, "dumping down"…. congratulations to Andrew Thomas for being one of the first back to me with a, how shall I say, smartarse comment?)
- How does this impact us as an Institute and what should we be doing to address this?
- Do our existing educational offerings sufficiently address the current requirements of the industry?
- What do the companies who employ loss adjusters really want from the Institute?
- What do loss adjusters really want from the Institute?
- Who should be able to join our Institute?

Attempting to answer these questions would take more space than even my last 5 newsletters would provide. What I can do however is to remind you these are pressing concerns for us as an Institute, as loss adjusters and as individuals, employees and employers; but then did you really need me to remind you?

Perhaps some of the issues do not enthuse you, perhaps some of them seem irrelevant but some of them, I would strongly suggest, go to the core of what we do and perhaps need some hard decisions.

If we can't take some time to be interested in just some of them, then what future?

In a sense, it's a bit like how you measure your life. When you're in an expansive, good natured mood and looking back at your life, you probably look at it in years…the good years. When things are difficult and you are in and of the moment, it's the hours, minutes and seconds which grind away at you.

But what really counts?

Perhaps it's the decisions you make in those difficult times which allow you to either look back happily, or, in the alternative, spend your life seemingly in a series of never ending hours, minutes and seconds wondering when it's all going to get better.

It's like being involved in your Institute.

Each person who elects to serve or join the Institute, in whatever way that may be, from member, committee member to president to board director, can make a difference; a problem shared can be a problem halved.

Whether its from simply attendance at meetings, to putting on a workshop, to being involved in arranging a conference, to marking papers, or attending board meetings and putting up ideas, its the acts of the individuals as a collective that give us a voice.

Most companies are based on the idea of profit, but institutes and institutions rarely are. They are generally for

the benefit of their members, which is perhaps why they tend to outlast companies by significant factors of time.

As I said at the beginning you can measure your life in many, many different ways, but at the end do you want to be able to say about certain things "I made a difference"?

Become involved in your Institute, get others who are not involved, involved. It doesn't have to be a life sentence but it needs a bit more of a commitment than a few hours, seconds and minutes.

If you do then when you look back at the years of your life you can allow yourself, in respect to your industry and your Institute, the luxury to say "I made a difference". That way AICLA will still be around long after we and our companies have departed. Think of it as part of your legacy.

Kind Regards,

Ian McWalter, President

DIVISION NEWS

NEW ZEALAND

The New Zealand Division Seminar will be held at The West Plaza Hotel in Wellington on 21-22 May 2010. A varied and interesting programme has been developed for the seminar. The Division AGM will be held on Saturday and will be attended by the AICLA President Ian McWalter and Secretary Tony Libke.

QUEENSLAND

The annual Charity Golf Day will be held at Nudgee Golf Club Course on Thursday 27 May 2010. AICLA would like to thank the following sponsors who are supporting the event, which benefits the Royal Children's Hospital Foundation.

Westaway Restorations Pty Ltd
Insight Restorations Pty Ltd
BMR Building Solutions
R & S Trading Pty Ltd
Allen & Newton Qld Pty Ltd
Lloyds Auctioneers & Valuers
Pattersons Insurerbuild
Bay Building Solutions
Restorative Solutions Pty Ltd

NSW

The NSW Division is holding its annual luncheon at the Royal Sydney Yacht Squadron, Kirribilli, on Friday 23 July. Please make a note in your diary.

DIPLOMA ENROLMENTS

It is pleasing to report that enrolments in the ANZIIF Diploma of Financial Services (Loss Adjusting) continue to be strong with 227 enrolments for the first two periods in 2010 . Below is a summary of modules completed in 2009 by subjects and country.

2009 Enrolment by Modules

Module Code	Module Description	Enrolments
FSA501	Introduction to Loss Adjusting	101
FSA 502	Loss Adjusting Practice	93
FSA503	Negotiating Effective Settlements	63
FSA504	Loss Adjusting Law and Regulation	86
FSA505	Managing Operation	49
FSA506	Property and Casualty Loss Adjustment	77
FSA507	Business Interruption Loss Adjustment	16
FSA508	Liability Loss Adjustment	15
FSA509	Building Loss Adjustment	28
FSA510	Theft, Money and Fidelity Loss Adjustment	18
FSA511	Construction Loss Adjustment	13
Total		**559**

2009 Enrolments by Region

Australia	231
New Zealand	90
Malaysia	85
Vietnam	28
Singapore	26
Indonesia	24
China	22
Taiwan	14
Hong Kong	12
Thailand	12
United Kingdom	4
Uganda	4
Papua New Guinea	4
Fiji	4
Total	**559**

LOSS ADJUSTER OF THE YEAR AWARD

The 7th Australian and New Zealand Insurance Industry Awards dinner will be held on 12 August 2010 at the Sydney Convention and Exhibition Centre. Nominations for the awards, including Loss Adjuster of the Year, closed on 19 May 2010. However, if any member wishes to lodge an entry for the award, they can contact Vally Fluhler at ANZIIF by close of business 19/5/2010 to arrange a short extension.

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

ELEVATED MEMBERS

Name	*Class*	*Division*
Ramakrishnan Kerrsseben	Associate	Malaysia
Yu Ming Yow Billy	Associate	Hong Kong
Ho Kwok Wai (Franco)	Fellow	Hong Kong

CC10 – SYDNEY

Claims Convention 2010 planning is now well advanced. Hopefully, you will have already put the dates in your diary. But just in case - Thursday 19th and Friday 20th August 2010. CC10 will be held in Sydney at the Four Seasons Hotel and a bigger than ever attendance is expected. As much as anything, the excellent program and faculty of speakers will attract claims professionals from across the insurance industry. Presenters already confirmed include CEOs from 3 insurance companies, several CEOs and directors from loss adjusting firms, regulators, industry bodies, lawyers, brokers, claims service providers and a myriad of technical and specialist experts. It is the claims event of the insurance calendar offering value to any claims professional not only in Australia and New Zealand, but also in Asia and beyond. Details of the full program will be available shortly and will be included in the next issue of LA News.

Put it in the diary now.

POSITIONS VACANT

Liability Loss Adjuster – Sydney and Melbourne

Opportunities are available in our Sydney and Melbourne office for a Liability Loss Adjuster to form part of our well established team of liability professionals.

Key accountabilities include:

- Successful management of a liability caseload
- Compliance with client service requirements
- Review files/reports as required
- Participate in local market activities
- Liaise with Liability divisions interstate

To be successful in this role 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.

On offer to the successful applicants is a competitive salary package which includes a base salary, access to an employee benefits program, a generous bonus scheme and other benefits.

If you are interested in applying for this role, please send your application to Sarah Colclough, National HR Manager, at jobs@crawco.com.au quoting reference number Crawco/Syd018 for the Sydney role, or Crawco/Melb023 for the Melbourne role.

All applications will be treated with the strictest of confidence.

Loss Adjuster / Branch Manager, Geraldton WA

An opportunity has become available for an experienced Loss Adjuster/Branch Manager in our Geraldton office. The successful candidate will be involved in handling domestic/property and commercial claims on behalf of our clients as well as overall responsibility for the effective management of the branch.

You will preferably be a qualified Loss Adjuster and hold a membership with the AICLA, however we will consider applicants who have a strong backgrounds within the insurance industry. You must also possess excellent IT, communication (both written and oral), staff management and time management skills.

On offer to the successful applicants is a competitive salary package which includes a base salary, access to an employee benefits program, a generous bonus scheme and other benefits.

If you are interested in applying for this role, please send your application to Sarah Colclough, National HR Manager, at jobs@crawco.com.au quoting reference number Crawco/Ger001

All applications will be treated with the strictest of confidence.

Claims Technician, Loss Adjuster and Senior Loss Adjuster – Melbourne

This is an exciting opportunity to utilise your current insurance experience and join a dynamic team... Make your career move today!

MYI Freemans is the largest Australian loss adjusting organisation that provides a range of claims services to the insurance industry. With offices throughout Australia and New Zealand, we offer a supportive and friendly environment with a strong emphasis on integrity, enjoyment, excellence, and innovation. We strive to inspire and motivate our team in order to provide superior quality service.

Opportunities exist in our Melbourne office to work as a Claims Technicians, Loss Adjusters and Senior Loss Adjusters to manage a variety of interesting and complex claims for our Assessing Services Division.

To learn more about these positions or to obtain a position description, please register your interest with:

The Recruitment Consultant
MYI Freemans Human Resource Department
Email: **recruitment@myifreemans.com.au**

Applicants who hold a qualification in Financial Services are encouraged to apply.

All enquiries and applications will be treated with the strictest of confidence.

"MYI Freemans is an equal opportunity employer"

Opportunities

This is an exciting opportunity to utilise your current insurance experience and join a dynamic team...

Make your career move today!

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Opportunities exist in our network to manage a variety of interesting and complex claims for our Assessing Services Division. Current Vacancies include:

Adelaide and Mackay -
Loss Adjuster and/or Senior Loss Adjuster

Melbourne, Darwin, Perth and Gold Coast -
Claims Support and Claims Technicians

Expressions of interest in other areas are welcome.

To learn more about these positions or to obtain a position description, please register your interest with:

The Recruitment Consultant
MYI Freemans Human Resource Department
Email: **recruitment@myifreemans.com.au**

Applicants who hold a qualification in Financial Services are encouraged to apply.

All enquiries and applications will be treated with the strictest of confidence.

"MYI Freemans is an equal opportunity employer"

Liability Loss Adjuster – Echelon Loss Adjusting, Perth

Echelon Loss Adjusting ("ELA") is a division of Echelon Australia Pty Ltd and was established in Victoria in July 2004 as a "boutique" liability loss adjusting and investigation practice. There is an exciting opportunity for an experienced and energetic liability loss adjuster to join our Perth branch.

The successful candidate will manage a mixed portfolio of liability claims for a wide range of clients, including Australian and London based insurers, lawyers, government departments and corporate clients.

They will also be expected to assist the Senior Loss Adjuster in managing client relationships and in the development of new business.

Applications will be treated in the strictest confidence and should be directed to:-

Email: **julia.southall@jlta.com.au** or

Julia Southall
Administration Manager
P O Box 1003
WEST PERTH WA 6872

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.