



**FROM THE
INSTITUTE
PRESIDENT,
IAN MCWALTER**

It always intrigues me as to what exactly raises our ire, makes us laugh, cry or cringe or causes us to put fingers to the keyboard and write emails to the editor or, occasionally, to the president of AICLA.

On the last one, quoting lyrics from 70's songs seems to hit a chord with some of you and for others talk of the builders model obviously hits the nail on the head (both (bad) pun's intended).

So this month I shall continue, not with a lyric but an old album title, Neil Young's "Rust Never Sleeps".

In point of fact whilst I have never been a great Neil Young fan, I have admired the way he has been able, through the years, to reinvent himself and remain relevant to both old and new fans rather than just becoming plain absurd or a complete anachronism (why is it Ozzy Osbourne springs to mind here?).

So what can be said of Loss Adjusting when it comes to re-inventing ourselves? Are we brave enough to do what it takes, do we have the creativity to match our competitors?

Our markets are continually shrinking as we face competition from many different sectors. The fees for bread and butter jobs, the bulk of the claims, are continually squeezed and the criticism of falling standards, justified or otherwise, is constantly pushed at us.

Let me illustrate what I mean by drawing from my own experience.

I deal mainly in construction related liability matters, including professional indemnity claims.

Recently I was contacted by an insurer who requested me to review certain issues in relation to a construction claim under a PI policy. It was some not inconsiderable distance from my own home state of NSW.

On receiving the papers I found it was being handled by solicitors, who had been dealing with the matter for some 9 months. It was not a litigated claim.

Advice, including Counsels opinion on policy interpretation, had been sought, but there was a nagging doubt in the claims managers mind that the full story was not coming to light.

What struck me however, and I have seen this particular scenario on many occasions in the last 10 years, is why on earth the claim was given to a solicitor in the first place.

I am not denigrating solicitors (why would I, I hold an LL.B myself), but my experience is that, certainly in unlitigated matters insurers are often doing themselves a dis-service. But the biggest dis-service is done by adjusters themselves in not telling insurers what we can do.

That claim could have been handled quite competently by at least 2 or 3 adjusters, I know personally, in the particular state in question.

So why were they not given the claim to begin with? Because they were not on the panel? There was no panel.

When you begin to extrapolate that to the wider market, and in particular material damage claims, its not difficult to see why claims coming our way are down and we are coming increasingly to rely upon storms and other natural catastrophe's as our bread and butter. If we continue this way the biggest catastrophe will be our profession.

My perception is that a lot of the people who are now in the claims area and the procurement area do not really understand what loss adjusters can do, or, perhaps more appropriately, should be able to do.

They don't understand the value of what we are, because, simply, we have not told them in terms they understand.

That is why, at least in the liability field, lawyers dominate both inside and outside insurance companies. Material damage claims appear to be going the same way; read builders for lawyers.

The institute itself cannot do a lot in this area as we are more about education than lobbying. This issue, in my opinion, comes down to, at least as far as companies are concerned, entrepreneurship, but it is an issue that ultimately effects us all.

We all have to go and bang the drum and start telling insurers what we can do. But we then also have to start delivering the goods, skilling up where appropriate but not cannibalizing ourselves in the process.

To go back to Neil Young's album Rust Never Sleeps, it was produced in 1979, the year punk saw the light of day and changed the face of music. For Young the album represented a conscious recognition that his music had to evolve or he would become extinct.

He's still around and so is loss adjusting; lets continue to keep loss adjusting that way.

**Kind Regards,
Ian McWalter, President**

CC10

The Claims Convention, Claims Excellence, will be held at the Four Seasons Hotel Sydney on 19-20 August. Support for the event has been strong and the **early bird discount has been extended to 30 July 2010**. There is an early bird registration prize of a bottle of Penfolds Grange Shiraz. Click here for a copy of the brochure and registration.



AAFI CONFERENCE SYDNEY

The Australasian Associations of Fire Investigators Conference (AAFI 2010) is to be held on 15-17 August at the Citigate Central in Sydney. Expectations are for 150 delegates from across Australia and New Zealand who will be made up of Fire and Police services, regulatory agencies including those with prosecution capacities, private investigators, loss adjusters, insurance companies and government representatives. Information on the conference can be found at www.aafi2010.com

DIPLOMA ENROLMENTS

Enrolments in the Diploma of Financial Services (Loss Adjusting) are closing for the current enrolment period. For details of the course please contact www.theinstitute.com.au.

ELEVATION FORM

If you have completed the requirements for elevation in membership status please complete the elevation form (click here for form) and forward it to the Secretary together with the relevant documentary evidence. If you are unsure of the requirements for elevation, please refer to Qualification and Career Pathway (click here for a copy).

CPD ON-LINE

Have you visited the new CPD on line facility? The site has 22 papers and quizzes which can be undertaken at members' leisure. There is a wide variety of papers available and I encourage you to log on and have a look at what is available. Our sincere thanks go to Alan Ford, NSW for his wonderful work in migrating material to the new website and pulling together much of the content and developing questions. To see what is available follow these steps

- 1) www.aicla.org,
- 2) Member Services - Professional Development,
- 3) Online papers and remember the
User Name: cpduser and Password: aiclapd

VALE - COLIN HARRIE WRIGHT

Colin past away on the 1st June 2010 leaving a legacy of achievement in his career as a loss adjuster and administrator, particularly as an examiner for the then, Australian Insurance Institute and Chartered Institute of Loss Adjusters (Australasian Division).

Born 27/2/27, after attending Homebush Boys High School he commenced with the New Zealand Insurance Company where he was employed for 19 years, three of which involved a posting to Singapore.

From 1961 to 1987 he commenced a loss adjusting career with the Sydney company, Henry Herron, soon becoming a Director and eventually merged with the late Syd McDonald, ultimately becoming the national practice of MBS Loss Adjusters.

He devoted much time to his profession and industry, involved with the Fire Discussion Group of the Insurance Institute of New South Wales, Institute of Fire Loss Adjusters of Australia, Chartered Institute of Loss Adjusters and the Institute of Arbitrators.

He held senior office in most.

Perhaps his greatest but unsung contribution was as a long time member and subsequent chairman of the Australian Insurance Institute Education Committee.

Particular professional achievements included mining claims in Australia and Fiji whilst after first retirement he became involved in major losses following the Newcastle earthquake.

On final retirement he again devoted himself to the picturesque family cattle property, Woolloomoon Station near Tamworth in New South Wales where he is succeeded by his wife of over 50 years, Lesley and children, Jenny and Andrew. His quietly assertive presence and ever willing mentoring will be sadly missed by those in the profession and industry.

Supplied by: Trevor Sinclair S.A.

QUEENSLAND

The Division AGM and Insurance Legal Issues Update will be held on Thursday 10 August 2010 at the Polo Club Brisbane commencing at 7.30pm. Speaker of the meeting will be Jacinta Long partner Sparke Helmore Lawyers.

NEW SOUTH WALES

The NSW Division is conducting an SME workshop on the morning of Thursday 23 September at the Medina Grand Harbourside, King Street Wharf, Sydney.

The cost, including morning tea and lunch, is \$130 plus GST. The workshop will deal with some of the Material

Damage and Business Interruption issues which arise during the management of a commercial claim, including;

- Strata Plan issues
- Lease issues, including Retail Leases Act
- Recovery and subrogation
- Contribution
- Adjustment calculations of Material Damage and Business Interruption loss scenarios

Junior adjusters and Claims Consultants handling Commercial and SME claims are encouraged to attend. Numbers are limited to 50 and early registration is recommended.

Registration enquiries should be directed to Meryl Smith meryl.smith@LMIGroup.com.

NEW ZEALAND

VALE – ALASTAIR EDWARDS

Alastair Edwards, a long standing ACLA member, died on June 15th at Masterton NZ.

Alastair had a very distinguished career as a Chartered Loss Adjuster. He started his career with the Royal Insurance Company in Wellington in 1957 and became an independent loss adjuster in 1964 working for DID Bird and Associates in Dunedin and Wellington and also on his own account in Masterton. Then after a stint as Regional Claims Manager for the Hartford Monarch Insurance Company, in 1981 he moved to New Plymouth to establish loss adjusters, Maloney Clouston Edwards & Co Ltd.

For the next 17 years Alastair worked out of New Plymouth and in that time he had a significant involvement with the “Think Big” energy projects in Taranaki. He handled complex high value Contract Works and Machine Breakdown claims. Clients included the insurers of Shell Todd, Bechtel Pacific, Synfuel, Petrochem, Fletcher Wood Panels and Nelson Pine Industries to name a few.

Alastair took a strong interest in our professional associations. Firstly, with the Institute of Loss Adjusters NZ, and then the Australasian Institute of Chartered Loss Adjusters.

In 1990 Maloney Clouston Edwards & Co Ltd became part of the McLarens Group. Alastair became a founding McLarens Director and in that role he made a major contribution to the development and success of the McLarens Group in New Zealand. This included the setting up of the successful McLarens Masterton office in 1998.

Alastair was deeply respected by his peers, both from within and outside of McLarens and he will be remembered by many for his unique contribution to loss adjusting in New Zealand.

Alastair is survived by his wife Margaret and by his four daughters and one son.

Supplied by: Grahame Smith NZ

VICTORIA

The following is a report released by ICA on the Melbourne Storm Event to 7 July 2010:

- **131,447 claims** have been reported by insurers for this event (an increase of ,185 since last month).
- The aggregate industry value of claims is **\$1,044 million** (an increase of \$28 million since last month)
- Insurers have paid **\$413 million** in emergency payments and cash settlements to date (an increase of \$73 million since last month).
- Insurers have reported that approximately **99%** of initial property assessments have been completed (an increase of 2% since last month).
- Insurers have reported that in excess of **99%** of vehicle assessments have been completed (an increase of 1% since last month).
- There are **131 Category A** properties (unlivable) a reduction a 1 since last month.
- There are **270 Category B** properties (livable but vacancy during repair) a reduction of 15 since last month.



NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW/RE-NEW MEMBERS

Name	Class	Division
Simon Alexander Hovian	Affiliate	NSW
Jasvinder Singh A /L Thakar Singh	Affiliate	Malaysia
Thomas Forman	Provisional	New Zealand
Trent Brown	Affiliate	NSW
Arjunkumar Masters	Affiliate	Victoria
Abigail Gibson	Provisional	Victoria
Phillip Stacy	Provisional	Victoria
Simon Cincotta	Affiliate	Victoria
Brent Woodhead	Provisional	Victoria
Lai Kar Woh	Affiliate	Malaysia
Alex Wong	Provisional	Malaysia

ELEVATED MEMBERS

Name	Class	Division
Joshua Khiu	Associate	Singapore
Azlanuar Bin Abdullah	Associate	Malaysia
Harsh Chopra	Fellow	Melbourne

COMMERCIAL PROPERTY CLAIMS ASSESSOR – BRISBANE



Incorporating the power of 25 household brands, The Suncorp Group is one of Australia's leaders across banking, insurance, investment and superannuation spheres. This, combined with our commitment to our people has spurred a culture where people are able to succeed in a supportive environment.

Our Commercial Insurance Business Unit is currently seeking a Commercial Property Assessor to join their Claims division. Working in a team of highly motivated claims professionals, you will be managing a portfolio of claims to achieve the most cost-effective and timely outcomes in accordance with policies and procedures.

The role will include:

- Provide claims assessing services to our various claims teams, including;
- On-site meetings/inspections with clients and factual investigations;
- Interpret Product Disclosure Statements relevant to each claim;
- Determine quantum and liability;
- Input data into required systems in a timely and accurate manner;
- Liaise and provide instructions to external parties;
- Manage claims within delegation levels and appropriate guidelines;
- Identify underwriting risks;
- Identify potential recovery prospects.

Essential skills include:

- Minimum 5 years Insurance Experience;
- Diploma in Financial Services (General Insurance) or currently pursuing insurance related studies;
- Experience and/or Qualifications in building or allied trades is desirable;

The salary package will be commensurate with experience and qualifications and includes a tool of trade vehicle. For more information please phone Olivia Kurta - 02 81213159

Applications close 31st August 2010
so apply now to job number 608838 via our
website - www.suncorp.com.au

INSURANCE LOSS ADJUSTER/ASSESSOR – DARWIN



Cunningham Lindsey, a leader in a Global Risk Management Services, is seeking to employ a suitably qualified person to fill the positions of Loss Adjuster/ Assessor in our Darwin office.

You will provide Loss Assessing services, including conducting detailed on-site meetings with customers, clients and builders where you will complete factual investigations:

- Clarifying circumstances surrounding the loss and cause
- Verifying the loss/damage
- Quantifying the work of reinstatement
- Determining the policy liability
- Identifying and pursuing avenues for Salvage or Recovery

We will require from candidates:

- Loss assessing/ Adjusting; or Trades/Insurance/ Marine/ Building experience
- Relevant qualifications
- Strong written communication skills
- Solid customer service experience
- Sound knowledge of Excel and Word

Salary package will be commensurate with qualifications and includes company motor vehicle and mobile phone.

All applications will be treated in strictest confidence.

Closing Date: 31st July 2010

www.cunninghamlindsey.com

email: recruitment@cl-au.com

Cunningham Lindsey Australia Pty Ltd



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.