



## FROM THE INSTITUTE PRESIDENT, MICHAEL COOKE

Firstly I would like to thank those members who after my October report gave of their time to contact me and offer support, it was most reassuring and greatly appreciated.

It was remiss of me not to have mentioned in my last report, the presence of the Tasmanian Division AICLA members who attended the AGM in October. Chief Executive Tony Libke assured me that their attendance was a record for an AICLA AGM , so I sincerely thank those members for their interest and support.

I recently attended a most rewarding function the Australian Insurance Law Association (AILA) Luminaries Dinner, held at the Bennelong Restaurant at the Sydney Opera House. This function is designed to integrate new members of the Insurance Industry with senior Industry members. The function requires attendees to move about during the course of the evening, changing locations during the serving of meals, and in so doing exchanging conversation and ideas and making new acquaintances.

This is a wonderful concept and fits well with my vision of education and professionalism within AICLA.

I mentioned in last month's report that we will be rolling out some innovations and one concept will be aimed at our younger studying members. As is often stated, the future is our youth, and knowledge of our craft of loss adjusting needs to be passed on.

The Board has approved the implementation of a seminar/workshop on Loss Adjusting aimed at younger AICLA members, be delivered on the day immediately prior to CC13. We envisage the presentations will be conducted by some of the most senior adjusters from Australia, New Zealand and Asia. The event will be run at a very modest cost, and will cover topics aimed at the attendees level, ensuring they benefit from the experience and also allowing them to interact with the presenters. The range of topics will

be diverse and I hope this event will be successful in encouraging employers to send some of their younger loss adjusters to the seminar and then have them stay on for the Claims Convention.

The AILA Conference and AGM was held in Hobart on 1, 2 November 2012, and from all accounts it was a huge success. I attended the Thursday night dinner and enjoyed the evening immensely. A large number of AICLA members were in attendance.

The Asian Claims Convention is reaching its final stages of planning with the program now almost complete. The event is on track to be very successful and I thank the committee for their efforts to date. The line-up of speakers is very high quality and a copy of the brochure and registration form will be available shortly. The key note speaker Dr Jonathan Barnett's presentation on his role as part of the small team who were charged with investigating the World Trade Centre disaster is according to reliable reports simply outstanding.

We have now secured a venue and date for the Claims Convention. The event will be held on 1-2 August 2013 at the Sheraton Hotel Sydney.

Finally, we must reflect on the events of late October early November 2012, when hurricane Sandy slammed onto the east coast of North America, causing havoc from the Caribbean to Canada .

We should take a moment to reflect on the suffering that has occurred to millions of inhabitants along the east coast of North America and throughout islands in the Caribbean. Further we can only imagine the devastation that will be viewed by our colleagues, as they go about their duties adjusting those losses.

**Cheers,**  
**Michael Cooke**

## NEW AND ELEVATED MEMBERS

**Congratulations to the following recently admitted and elevated members:**

**NEW MEMBERS** - Nil

### ELEVATIONS

| Name          | Class     | Division        |
|---------------|-----------|-----------------|
| Nick Warhurst | Affiliate | New South Wales |

## ANZIIF CONTRACTS

Contracts have now been signed between ANZIIF and AICLA cementing our relationship in respect of the Diploma of Loss Adjusting and Claims Convention. Each contract is for three years and represents a positive step forward as we see both areas growing strongly over the next few years.

## VICTORIA

The Victorian Division annual Christmas Gala Dinner has been announced and will be held at the renowned Harrison Room at the world class venue of the MCG on the 10th of December.

Division members have been able to secure the services of funny-man Frank Woodley for the event and are very excited about this being an extremely successful night with Loss Adjusters, diary advertisers, builders, restorers and suppliers to the industry confirmed and tickets selling fast.



## QUEENSLAND

A very successful end of year luncheon was held on 2 November 2012 at Tattersalls Club Brisbane. The guest speaker for the event was the entertaining Sydney loss adjuster Les Taylor. At the luncheon David McNamara from ANA Toowoomba was awarded the **Brian Geraghty award** for the QLD member with the highest mark in the Diploma of Loss Adjusting for the module Business Interruption.



## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

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#### BUSINESS INTERRUPTION - NUTS AND BOLTS FOR BEGINNERS

#### PART FOUR - CLAIMS PREPARATION AND AICW

This month, we move on to the last of our series of four papers for beginners to Business Interruption claims, where we first look at Claims Preparation. What is allowable under most wordings, and where do wordings differ? And just what does 'reasonable' mean? As well as 'Professional' fees, some wordings offer cover for the apparently rather open-ended term 'other reasonable expenses'. We look at some examples of those as well as the all-important proviso of 'not otherwise recoverable'. Commonly, beginners assume that the cover for Claims Preparation, falling as it does under Section 2, is for Business Interruption costs only. No so. There are significant differences between the ISR Mk V and still very popular ISR Mk IV policies that so many businesses carry. The paper discusses the critical concept of 'with the consent of the insurer' and we finish this part of the paper by looking at some typical experts who may have

to be brought in to prepare a major claim, both for Material Damage and Business Interruption. Now we move on to Additional Increased Costs of Working, and discuss what makes these 'additional', and how this relates to the economic limit that is a central feature of (for want of a better term) 'Ordinary' Increased Costs of Working. We finish the paper with a discussion about the significance of notification and the pro-active nature of the adjuster's work when there is Business Interruption involved.

Before tackling this paper, it is recommended that Parts One, Two and Three (Introduction, Prerequisites and Gross Profit and Payroll) are read and understood first.

Does your physical location preclude attendance at seminars? Having problems fitting in CPD with your everyday workload? The on-line CPD facility is designed for you, although all members are welcome. Just log on to the 24 hour AICLA website in any one of those rare quiet moments, and have a look at the wide range of papers we now offer. You can enter the on-line CPD facility using the hotlink below, or by navigating through 'Professional Development' on the AICLA website Home Page. Members should use the User Name cpduser and the password aiclcpd. Your browser may offer the opportunity to 'Remember this password'. We look forward to seeing you there! **[Go to on-line CPD now...](#)**

# ASIAN CLAIMS CONVENTION

# Bangkok Thailand

## 21-22 March 2013

The Asian Claims Convention to be held in Bangkok on 21-22 March 2013 has created a large amount of interest following the success of our first convention in Shanghai China in 2012.

We have secured strong sponsorship from MDD, LWG, BELFOR, Thornton and Tomassetti, Forensic Services and McLaren Young International.

Our partners supporting the convention included the Malaysian Insurance Institute, Singapore Collage of Insurance, International Federation of Adjusting Associations and media partner McMullan Conway.

We expect to attract 150 delegates from throughout Asia, Australia and New Zealand to the event.

The venue for the convention will be the five star Four Seasons Hotel Bangkok.



# NATIONAL CLAIMS MANAGER (LOSS ADJUSTER)

## Key leadership role

### *Loss Adjustor Claims Leadership opportunity*

#### **About the Company**

The LMI Group have an impressive reputation in the provision of services to the insurance industry with offices in Melbourne (headquarters), Brisbane, Sydney, Adelaide, Perth and Auckland.

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To succeed in this role you will need to demonstrate a successful work history in the leadership and achievement of claims management. Broad business acumen, excellent communication skills and a capacity to make sound commercial decisions is essential. Polished negotiation skills, claims management and a flair for ensuring a national team meets their key deliverables is essential. This is a results-orientated appointment requiring strategic insight, so your career to date will demonstrate experience of comparable responsibilities.

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**AICLA offers members the opportunity to advertise positions vacant in LA News.**

The cost is \$250.00 (+ 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.