



FROM THE INSTITUTE PRESIDENT, MICHAEL COOKE

The year 2012 seems to have come to a swift conclusion. We are at that time when work colleagues and associates come together offering seasons greetings and best wishes for the New Year. It is also a time when families and friends meet to celebrate the festive season and enjoy and revel in that welcome company.

I have had the great pleasure of attending AICLA End of Year functions in Sydney, Melbourne, Hobart and Launceston in the past month. I thank those Divisions for their invitations and the opportunities they presented me to meet and speak with members.

I noticed at the very start of my career in the Insurance industry that there was a social environment. I attended in those early days insurance industry gatherings, be they company functions or larger meetings and there was always a spirit of goodwill and fellowship apparent among members.

I am privileged in that I belong to other organisations where fellowship is the essential criteria for the continued existence of those organisations and I find it is a welcome haven that I eagerly anticipate when I attend these gatherings to talk with friends and enjoy the respite from what can be at times (in our industry) a very stressful job.

I encourage that fellowship within our industry. It brings stress relief, fosters goodwill amongst institute members and others in the insurance industry and it is also good for networking.

The year 2012 was a very uneventful one for our members in Australia. Minor events happened in some States which required assistance from the colleagues, however all in all not a year for catastrophes in Australia. Our colleagues in Asia and the Pacific did not go without incident and New Zealand is still working on Christchurch claims.

I mentioned in a previous report that we would be outlining initiatives planned for 2013. I am now very pleased to announce a new AICLA award the Carey Bird Scholarship. This scholarship honours a member who lost his life while performing his duties as a loss adjuster and is a reminder to all of the dangers faced by members as they go about often

difficult and at times dangerous duties. Details are outlined in this issue of LA News and I encourage eligible members to take the challenge and apply for the scholarship.

The Asian Claims Convention flyer has been forwarded and I urge you to support this event either by your personal participation or by promoting the event to your colleagues for their participation. The convention will be highly educational as evident from the flyer.

Our chief executive Tony Libke and I have been working on proposed amendments to the General Insurance Code of Practice. It is AICLA's view that there should be some changes made to COP to distinguish between Loss Adjusters and Assessors and a requirement for Loss Adjusters to have specified minimum education and training. It is hoped that such a move will go a long way to identifying our members as professionals within the Industry.

I can now report that the cost for members enrolling in modules in the Diploma of Loss Adjusting will reduce significantly in 2013. This reduction was achieved following negotiations with ANZIIIF. In Asia where the cost of the modules coupled with the strengthening Australian dollar has stymied growth in recent years the new price is more than 40% lower than in 2012. Full details of costs are outlined in the newsletter.

I would like to wish you and your loved ones a very happy and safe Christmas and a healthy and prosperous New Year.

Cheers,
Michael Cooke

NEW AND ELEVATED MEMBERS

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

NEW MEMBERS

Name	Class	Division
Zheng Yan (Chloe)	Affiliate	New South Wales
Paul Sheehy	Provisional	Victoria
Glenn Murray	Provisional	South Australia
Andrew Bott	Provisional	South Australia
Ernie Westeneng	Affiliate	New Zealand
Melissa Dunlop	Affiliate	New South Wales

ELEVATIONS

Name	Class	Division
Glen Wong	Associate	New Zealand

CAREY BIRD SCHOLARSHIP

As mentioned in the President's report AICLA is introducing a new annual scholarship in honour of Carey Bird an AICLA member who was tragically killed in the Christchurch NZ earthquake on 22 February 2011. Carey was originally from New Zealand but had settled with his wife and children in Sydney. Carey was working on business interruption claims for an international broker at the time of the second major earthquake which resulted in many deaths. His father is Don Bird, life member and brother, Grant Bird a member of the New Zealand Division.

The Board of AICLA initiated the scholarship following discussions with the family.

The features of the award are as follows:

- Open to AICLA members up to age 40 and other members who are over age 40 who at the time of entry are completing modules in the ANZIIF Diploma of Loss Adjusting.
- Written submission a min 1500-max 3000 words
- Topic 2012:

Report on reinstatement of a major structural fire loss, involving a steel frame, galvanised iron warehouse, with concrete slab. The building has galvanised iron sides and roof. Electricity is connected to the building and was upgraded 15 years ago. The building is 70 years old and in "fair condition", rust is present in some of the iron, however minimal.

You are required to outline in your essay, how you would plan your adjustment of this loss, based on total reinstatement compared with indemnity. In your answer you are required to refer to case law precedent base on indemnity. Take into account the conditions and requirements of reinstatement and replacement clauses including extra cost.

For the purpose of this assignment, use ISR MKIV wording.

A copy of the ISR MKIV wording is available by contacting Tony Libke at adminoffice@aicla.org

Entries Close 15 March 2013

Entries to be emailed to: Tony Libke, Chief Executive AICLA at adminoffice@aicla.org

The winner of the scholarship will be entitled to:

- A framed certificate;
- attendance at the Claims Convention (Sydney) or the Asian Claims Convention with the winner free to select.; and
- airfares, accommodation, meals and out of pocket expenses associated with attendance at the convention.

DIPLOMA COSTS

Under the new contract with ANZIIF the cost of Diploma of Loss Adjusting modules will be significantly reduced for members from January 2013. The new module pricing for AICLA Australian members is \$800, NZ members NZD\$835 and overseas/Asia members AUD \$550. There is also a special rate of \$400/module that applies in respect of members in Indonesia, Phillippines and India. These new costings apply to AICLA members (non members pay a higher cost) and make the diploma more affordable particularly in Asian countries where costs had been impacting enrolments.

COP SUBMISSION

AICLA is finalising a submission to the General Insurance Code of Practice (COP) Reviewer. AICLA is seeking to have the terms, "Loss Adjusters" and "Assessors" defined separately in the revised COP. We also believe it is appropriate that minimum education and training standards be promulgated in the code. In this regard we are seeking loss adjusters to meet the affiliate membership qualification (complete 4 modules in the diploma of loss adjusting) and satisfy requirements under a relevant CPD program.



The brochure for the Asian Claims Convention to be held in Bangkok on 21-22 March 2013 has been released and a copy is also available at www.aicla.org. The key note speaker Dr Jonathan Barnett was a member of the small team that was tasked with undertaking the initial investigation of the 9/11 disaster in New York. The presentation is outstanding and involves an in depth analysis of the investigation following the event. Jonathan was previously a professor at Worcester Polytechnic Institute in Massachusetts for 28 years where he taught fire engineering and mechanical engineering. He has also spent time lecturing at the University of Canterbury NZ and did research with CSIRO in Australia. The convention has an excellent line up of speakers covering a wide range of topics. We believe the Bangkok convention will build on the success of the initial ACC held in Shanghai in 2012.

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

CLIMATE VARIABILITY AND EL NINO

Climate change remains an extremely topical issue, the debate itself getting more heated, with one extreme claiming that the whole thing is an overreaction with political or commercial motives and the other extreme saying that the sea level will rise a matter of metres in a few years. Confusing to the meteorological layperson is the fact that some of the loudest proponents on both sides have no meteorological qualifications. In between we have varying opinions, one being that climate change is a reality of nature that has continued unabated during the history of the World and is completely unaffected by human activity.

We are not about to buy into any of those well-aided arguments. What we are doing at paper CPD047 is looking at a long term weather phenomenon known as El Nino and its opposite counterpart La Nina. Based on the original work of Sir Gilbert Walker in the early part of last century, the Southern Oscillation has been carefully observed and well researched.

We are grateful to the Bureau of Meteorology for permission to publish one of its short papers on the subject, which takes us from the Spanish 'boy-child' that gives the phenomenon its name to the present day and its effect on rainfall (and thus many claims) in particular. Did you already know all about it? Have a look at the paper and see!

We created the on-line CPD facility to provide another alternative in response to submissions that out-of-town adjusters were somewhat disadvantaged in accumulating the necessary CPD points. Here is a facility available at all hours on the night and day, wherever there is internet connection. And of course it is available to all members.

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 **aiclapd**. Your browser may offer the opportunity to 'Remember this password'.

We look forward to seeing you there! [Go to on-line CPD now...](#)



NEW SOUTH WALES / ACT

The annual cocktail function was again held at the Museum of Sydney, with over 140 members, guests and diary advertisers attending. The evening was a great success – congratulations to Ben Dolling of Crawford's who was awarded his Associateship certificate by the AICLA President.

Compliments of the season from the NSW/ACT Division.



TASMANIA

Peter Alford from Launceston Tasmania has retired from Loss Adjusting after 38 years. A farewell was held in his honour at Launceston on Thursday 20 December 2012 by the Tasmanian Division.

Peter is a Chartered Loss Adjuster and a former AICLA Division Chairman and Director of AICLA. Peter has been a popular member and great supporter of AICLA and the former Australian Institute of Loss Adjuster, serving as a Division committee member over an extended period. We wish Peter well in his retirement.



WESTERN AUSTRALIA

WA held its annual Members and combined Diary Advertiser XMAS function on Friday 14 December at the Royal Perth Golf Club. This function was the final for the year. Our guest Speaker during the Luncheon was Michael Hand, Executive Adjuster at Ace Insurance who was previously an Independent Adjuster and relayed the changes experienced from his start in the Industry and some insight into what the future may bring. His humour and anecdotal

presentation was enjoyed by all who attended.

Unfortunately a few days before we had un seasonal storms and pressure of claims work precluded some from attending.



VICTORIA

The Victorian Division annual Christmas Gala Dinner held at the MCG was a huge success. In its fifth year of amalgamating the breakfast and the diary presentation we saw a record breaking attendance of over 150 guests including loss adjusters and insurance company representatives.

David Brown did an excellent job MC'ing the event as well as Mark Rogers presenting. The food was outstanding as always at the MCG and Frank Woodley was hilarious. We were also graced with special guest Institute President Michael Cooke who also gave an inspirational speech and promises exciting times ahead for AICLA.

We had several raffle prizes on offer including hampers, Breville appliances, an Apple iPad, Bosch drill, luggage, and premium alcohol amongst others which was fun and made some guests very, very happy. 2013 diaries were also presented to the integral dairy advertisers.

AICLA Victorian division presented a special service award to Jim McPhee for over 50 years loss adjusting. Jim is now retiring loss adjusting after a huge career and has been an important part of the institute and the profession in his time with many, many stories and experiences gained.

These functions are gathering momentum now and gives AICLA members, industry suppliers and builders, and insurance company personnel a great opportunity to meet each other, mingle and hopefully create meaningful relationships into the future. We look forward to an even bigger and greater event for 2013!



INTERNATIONAL

International Directors trip to the Middle East and London AICLA's International Development Director (IDD), Jaye Kumar, has just returned from a trip to the Middle East. The trip was the culmination of 12 months of preparation and sponsored by Mr Walid Jishi, Regional Director of VRS ALA, the largest loss adjusting company in the Middle East with offices in 13 countries in the region.

Mr Jishi who has set up the ALA Academy in Dubai, an Insurance Training College, had arranged for Jaye to meet

with insurance industry members (loss adjusters, Insurers, Brokers and Regulators) in Dubai, Oman and Jordan. The purpose of the 10 day visit was to promote training and professional development of insurance claims professionals (claims officers) and adjusters through AICLA's Claims Technicians Course (CTC) and Diploma of Loss Adjusting.

Presentations were held in Dubai, Muscat and Amman, where loss adjusters were provided with information about the Diploma of Loss Adjusting course, membership of AICLA and the opportunities and benefits of becoming members of an institute of qualified and professionally trained loss adjusters. Insurance and broking company claims executives and staff attending were provided information and advice on the CTC. The presentations were well attended by members of the insurance industry and there was overwhelming support and endorsement from the Insurance Regulators who welcomed the educational and training initiatives by ALA Academy and AICLA.

From the Middle East, Jaye Kumar travelled on to London to meet with FUEDI (Federation of Adjusting Associations in Europe) Executive Committee Member, Kieran Rigby. The meeting was arranged by FUEDI Education Director, Martin Schörkhuber, to discuss how the Diploma in Loss Adjusting course could be offered as a suitable loss adjusting course to their FUEDI members. The AICLA developed ANZIIF Diploma of Loss Adjusting was recognised as being a well-structured modular based course that provided the suitable practical training for loss adjusters.

According to Jaye Kumar "the offering of the ANZIIF Diploma to FUEDI members was not meant to replace any of the courses currently available to FUEDI members nor was any such offering meant to allow bi lateral membership arrangements for AICLA and FUEDI members". He went on to state that, "the focus was more on providing assistance in professional training and offering the opportunities for FUEDI members who complete the ANZIIF Diploma of Loss Adjusting to join AICLA as an Associate Member and use the title of Chartered Loss Adjuster".

Jaye Kumar is also finalising arrangements with our industry partners in Indonesia, APKAI (Indonesian Loss Adjusting Institute) and AICLA representatives there, Mr Budi Maharesi and Mr Johari Subianto to roll out the CTC in Indonesia in the first quarter of 2013. More of this in upcoming LA News.



LEFT Presentation in board room of Insurance Commissioner, Amman, Jordan.



RIGHT Presentation in Muscat, Oman

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.

About the Role

As National Claims Manager, initial expectations will be to develop and implement a strategic framework to ensure maximum potential from our expert team in assessing, processing, negotiating a portfolio of commercial indemnity claims, including ongoing analysis of claim trends and opportunity to maximise our services. In addition to establishing an over-arching strategic framework, you will lead a team of experienced professionals in preparation of commercial insurance claims, loss adjusting, sum insured reviews and litigation support. This work is complimented by our award winning online services utilised by most major insurers and insurance advisors.

About You

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.

The Benefits

- Strategic position with autonomy and sizable team of reports
- In-house role working with a dynamic and professional leadership team
- Six-figure package, commensurate with expertise
- Role is Camberwell, Victoria, based, with travel requirements

To apply online:

employment@LMIGroup.com

Or, if you would like to have a confidential discussion, please contact **Peter Cocks** on 03 93859900.

Want to know more about LMI Group?

Visit us at **www.LMIGroup.com**



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**.

If you wish to advertise, please send information to **adminoffice@aicla.org**. Advertisers can remain anonymous with job applicants responding direct to AICLA.