



## FROM THE INSTITUTE PRESIDENT, MICHAEL COOKE

It seems hard to believe that we are a quarter of the way through 2014. I am also mindful that there is much activity planned for the coming months starting with the Asian Claims Convention in the first of week April in Singapore. We are on track for a record number of attendees and at last count there were attendees from 16 countries for the convention.

Our Chief Executive Tony Libke and I attended the ICA annual Regulatory Seminar in Sydney in late February. The seminar had a number of interesting and relevant presentations including one covering the new ICA Code of Practice which comes into operation from 1 July 2014. At that meeting we spoke with Rob Whelan and Karl Sullivan from ICA and agreed to meet in next few months to discuss a range of matters including the COP and Disaster Management arrangements.

We also held a members' meeting in Hobart in early March which was well attended. Meetings attended by Tony and I have now been held in all capital cities and I am delighted at the engagement and level of participation by members. It is clear that members are interested in the AICLA education and training programmes and also the changes to membership pathways that provide greater flexibility. At those division meetings held in recent months what has been clearly evident was the strong sense of camaraderie amongst members. Having members interested and involved in AICLA activities is vitally important to the continued strength of our institute. Thank you to members who attended the briefings over recent months.

Together with Tony and Michael Davies, our Education Director, we held our first formal meeting with new the ANZIIF CEO Prue Wilsford. Prue reconfirmed ANZIIF's commitment to the strong partnership we have developed in respect of the Diploma of Loss Adjusting and Claims Convention. We also explored other areas of possible closer involvement including promoting insurance (loss adjusting) at career events in schools, universities etc, promoting to ANZIIF members seminars and workshop conducted by AICLA in regional and country areas and promoting

ANZIIF courses via involvement in our Asian Claims Convention. Prue will be attending this year Claim Convention in Sydney.

Entries for the ANZIIF insurance awards close on 14 April and loss adjusters are reminded there are a number of potential categories for entry. Details for entry can be found at [www.theinstitute.com.au](http://www.theinstitute.com.au). The Awards dinner will be held in Sydney on 20 August. This will be my second year as a judge for the awards, a challenging but very rewarding experience.

I mentioned earlier the Asian Claims Convention to be held in Singapore and one very pleasing aspect of this year's event is the number attending from Australia, 33 and from New Zealand, 6. Following the convention Budi Maharesi, the International Division Chair, Tony Libke and I will be visiting countries in Asia to speak with members, insurance regulators, insurance institutes and CEO's of major loss adjusting companies to promote ALCIA membership and our training via the Diploma of Loss Adjusting and Claims Technicians Course.

I urge members who meet the eligibility, under age 40 or who may be older but are currently studying for the Diploma of Loss Adjusting to consider entering for the 2014 Carey Bird Scholarship. Details of the scholarship were recently emailed to members and a summary is below.

It is very heartening to see another good increase in enrolments in the Diploma of Loss Adjusting for 2013. One healthy point of note was the significant pick up of enrolments in Asia, no doubt due to the significant cost reduction in that region in 2013. The increase in module fees for 2014 has been limited to a modest 2%.

The Trainee Loss Adjusters' Workshop will be held on 12 August 2014 at the Novotel Rockford in Sydney the day before CC 14. We are putting together the speakers and topics for the workshop which we expect to be very popular following last year's success. Please record the date in your diary.

The planning for CC14 is in the final stages and we expect all speakers to be secured in the next few weeks. The theme is 'The Changing World of Claims' and we will have a comprehensive programme with highly respected speakers. The Wentworth Sofitel is the venue and the dates Wednesday 13 and Thursday 14 August.

**Kind Regards,  
Michael Cooke**

## CAREY BIRD SCHOLARSHIP

Members have been forwarded information on the 2014 Carey Bird Scholarship. This is a prestigious award and is designed to showcase loss adjusters' skills at preparing a report based on a practical claims scenario. The prize for the winner is a framed certificate and attendance at either the Sydney Claims Convention or the Asian Claims Convention (including expenses) with the winner to choose. Entries close 31 May 2014.

**FOR FURTHER INFORMATION CLICK HERE.**

## DIPLOMA ENROLEMENTS

Diploma of Loss Adjusting enrolments in 2013 were the second highest in the past 10 years with 590 modules undertaken. This compares with 545 in 2012 and 541 in 2011. The increase was due to a 36% increase in enrolments from Asia and also a healthy 14% increase in New Zealand. Australian enrolments were down in 2013 however 2012 had represented an all-time high for Australia. Members are able to find out more about the Diploma and enrol for modules at [www.theinstitute.com.au](http://www.theinstitute.com.au)

## IADJUST 2014

The Victorian Council had an extremely successful inaugural all-day seminar which took place at the beautiful Melbourne Town Hall in February.

There were 54 attendees who ranged from new and recent loss adjusters, experienced loss adjusters, claims staff, assessors, brokers and also those interested in loss adjusting.

The day was well-planned which included tea/coffee, morning tea, lunch and afternoon tea and the speakers were excellent in their content and delivery. We even had drinks after the function which was kindly sponsored by Bay Building Group.

A raffle was drawn with an Apple iPad mini won by Kate Higham of Zurich and also a nice bottle of red won by Ben Boshier of United Loss Adjusting. Both were very chuffed with their spoils.

We received positive feedback showing that 91% of responses were either Very Satisfied or Satisfied with aspect of the seminar.

### Some of the comments were;

*"Thanks we enjoyed the day and well done by all involved."* – TL

*"...a huge thank you for yesterday. Was a great day and I certainly got a lot out of it."* – JB

*"I just wanted to say thanks for yesterday!!! We all really enjoyed it and actually got a lot out of it."* – MD

We received sponsorship from SCRIA for the morning and afternoon tea, Johns Lyng Group for the Apple iPad prize, LKA Group for the speaker's gifts and Bay Building Services for the end-of-function drinks. We thank all of these business' in helping out and making the function extra special.



**AICLA Vic are now looking forward to an even bigger event in 2015!!!**

## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

### A WORKED BUSINESS INTERRUPTION SCENARIO

Many major events leading to Material Damage claims also spawn Business Interruption effects and consequently claims. In some cases, the Business Interruption element is the major one and certainly can involve extensive and specialised investigation and adjusting work.

In 2012 we issued a series of papers dealing with Business Interruption claims, including Introduction and BI Requisites (CPD042), Gross Profit (CPD043), Payroll (CPD044), finishing with Claims Preparation and Additional Increased Costs of Working (CPD046).

Readers of those papers have asked for sample cases to test their knowledge, and so by popular request we offer a trial scenario at CPD058. Read the paper and try your skills! In place of the usual Quick Quiz we have laid out a fully worked answer.

Our on-line CPD facility is available on a 24/7 basis and papers may be read in any order. Access the facility via 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 AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

### NEW MEMBERS

Name	Class	Division
Jing Fu	Provisional	International
Scott Reichelt	Provisional	International
Louise Cooper	Provisional	Tasmania
Margaret Chow	Provisional	New Zealand
Paul Rae	Provisional	New Zealand
Roger Lam	Affiliate	International
Dalton Wong		
Wing Chun	Affiliate	International

### ELEVATIONS

Name	Class	Division
Sandie Collins	Affiliate	Queensland
David Capper	Associate	Queensland

## TASMANIA

The Tasmanian Division received a visit from CEO Tony Libke together with President Michael Cooke on 4th March.

A good attendance of 15 members and prospective members were very interested in hearing from both persons about AICLA, its projects and involvements in various programs, locally and international.

## WESTERN AUSTRALIA

At a recent meeting in Western Australia, long serving Division Secretary Brian Sowden was presented with the AICLA Service Award.

At that meeting David Bazen of Jarm Adjusting ASTA Group conducted a seminar on Small Engineering Breakdown Claims. The seminar was attended by members and Insurance company claims staff.



## RON SHORTER

AICLA members are invited to apply for the 2014 Ron Shorter Memorial Award. The award is aimed at encouraging young professionals to develop public speaking skills.

**[FOR DETAILS OF THE AWARD CLICK HERE.](#)**



# LMI GROUP

LMI Group are Australasian owned loss managers and claims preparers. As our business has continued to grow over the past 15 years, we require the services of motivated, proactive loss adjusting staff at Senior or Executive adjuster level to assist our clients achieve timely and equitable claims resolution in our Melbourne operation.

**All applications will be treated with the utmost confidentiality.**

**Please respond including a detailed CV to the HR Manager at:**

**[vic@LMIGroup.com](mailto:vic@LMIGroup.com)**



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

The cost is 200.00 (+ GST) and the advertisement will be run for one month. 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.