



FROM THE INSTITUTE PRESIDENT, MICHAEL COLLINS

Dear Colleagues

I am writing this edition of LA News in Jakarta, where I am visiting as part of the President's and CEO's annual visitation to our international division.

I have just returned from a presentation given to about 30 of our Indonesian members by myself, our International Division Chairman Mr Budi Maharesi from McLaren and CEO Mr Tony Libke. During the meeting 5 members were presented with certificates elevating their membership status to 'Associate' having fulfilled the requirements to become a Chartered Loss Adjuster.

Yesterday, we presented the same session in Singapore to about 25 members and awarded elevation certificates to 3 members in that division. The presentation was somewhat dominated by Scott Reichelt, the Asian Operations Manager from Crawford Forensic Accounting Services who not only won the Charles Buchanan Prize (highest mark in an individual diploma module) but also the Syd McDonald Diploma of Loss Adjusting Prize (under 35yrs and highest diploma mark). Congratulations Scott, you are a worthy recipient of both awards.

Tomorrow we head off to Kuala Lumpur to meet our Malaysian members then on to Hong Kong. Our membership now comprises members in 23 countries with significant growth in Thailand, Vietnam and Myanmar. Unfortunately, it is not logistically possible to visit all of our membership countries this year.

I attribute the growth in our South East Asian membership entirely on the work performed by our International Development Director Mr Jaye Kumar, Mr Budi Maharesi, the Divisional Chairs and councillors. Your efforts are greatly appreciated and I personally acknowledge your loyalty and contribution to AICLA.

Last week, the 2016 Asian Claims Convention was held in Phuket, Thailand where about 115 delegates from 15 countries attended. This year the theme of the convention was *'The Impact of Technology'* and all presentations were delivered with that in mind. The presentations included driverless cars, cyber risks, drone and digital modelling technology, marine issues and law. There was certainly an immediate impact when the video clips didn't open on some of the speaker's power point presentations.

Technology continues to amaze most of us and I often find myself wondering what the future is going to be like based on how smart

technology has already become and will continue to become.

For example, how does my smartphone know that I am about to get into my car and travel to work or more to the point how does it know how long it will take me to get there when I haven't even left the house? Fearing insignificance, I decided to take a longer route one day just to prove that I was smarter.

With the continual development of big data analytics, robotics and other similar technologies, will there still be a need for humans? No doubt you have asked yourself the same question unless of course your smartphone (Suri) beat you to it.

I found some comfort in the presentation given by Mr Marco Soto, a Chartered Mechanical Engineer from PT&C/LWG Forensic Consulting Services who was a senior member of the response team following the massive port explosions occurring in Tianjin China in 2015. That was the event where large quantities of illegal chemicals stored in the port of Tianjin exploded resulting in massive destruction over a radius of about 3kms, widespread environmental contamination and the death of about 100 fire fighters deployed to extinguish the fires.

Investigations allegedly uncovered widespread corruption within the various government owned port authorities and other cargo handlers, whereby large quantities of illegal chemicals were being received and stored at the port in breach of licensing and regulatory requirements in exchange for some 'under the counter' payments. The fire occurred when an amount of nitro-cellulose self-heated and ignited resulting in a series of massive and unstoppable explosions.

Mr Soto informed us that technology was widely used during the investigation of the scene to map, model, assess and quantify the loss as well as determining the area and nature of the chemical contamination. No surprises there. The area was massive and the risk to humans was unable to be determined for some time.

Mr Soto concluded his presentation with the following statement: *'The most important part of that claim's process was the human factor. Technology is only helpful to a certain point'*

Mr Soto went on to say that the most valuable resource to him were the Loss Adjusters who were assigned to assess the claims. He praised their efforts and ability to find and provide him with the information that he required to deal with some highly sensitive and political outcomes. It was information that only skilled Loss Adjusters could provide. He indicated that the technology used was nothing more than a tool and should only ever be considered as such.

'Here, here Mr Soto – long live the Adjuster'

Until next time

Michael Collins
President - AICLA

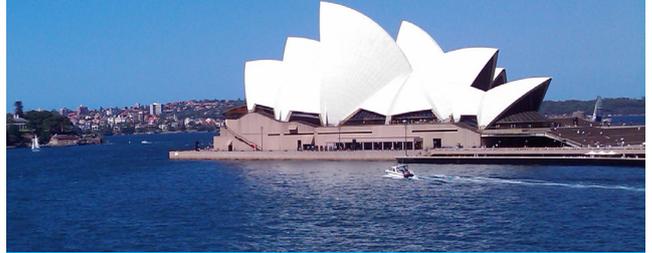


The Asian Claims Convention was held in Phuket Thailand last week and was a great success with approximately 110 attendees from 15 countries and speakers from Aust, NZ and Asia. The event was a very international gathering.



[CLICK HERE TO VIEW PHOTO GALLERY](#)

CLAIMS CONVENTION SYDNEY



The 10th AICLA/ANZIIF Claims Convention will be held in Sydney at the Sofitel Wentworth on 20 September 2016.

The programme committee has started to develop topics and approach speakers for CC16. The aim is to target high profile industry professionals to cover contemporary and emerging issues facing the insurance industry.

The Trainee Loss Adjusters' Workshop is planned for 19 September in Sydney. Any member with suggested topics for either event are invited to contact the AICLA Chief Executive Tony Libke at adminoffice@aicla.org

CAREY BIRD SCHOLARSHIP

Members are invited to enter for the 2016 Carey Bird Scholarship. The prize is open to all AICLA members (qualified and unqualified) up to age 40 and also members who are over 40 but at the time of entry are enrolled in the Diploma of Loss Adjusting.

ENTRIES CLOSE ON 31 MAY 2016.

The scholarship prize is attendance at either the Sydney Claims Convention or the Asian Claims Convention with airfares (economy), accommodation and other expenses paid. The award is co-sponsored by Marsh Facs.

[For details of the claim scenario click here](#)

DIVISION NEWS

WESTERN AUSTRALIA

WA Division invited Guy Hopkins Consulting Engineer from NetWorkCity to present on the increased costs that might now arise for consideration in repairing buildings to comply with current requirements following the recent changes in legislation.

Guy also touched on the increased use of drones to inspect buildings and their assistance to enabling fire damage to buildings to be more closely investigated in the post loss period.

In all 52 members, diary Sponsors and Guests attended the seminar which was well received by the participants.

SOUTH AUSTRALIA

Richard Knight, president of Adelaide's RSL Insurance sub-branch and retired loss adjuster of note, made the local paper last month for raising \$1,000 for the War Veterans Home.

The RSL club has a membership list in single figures and no premises to speak of and yet has a remarkable fundraising record. It was chartered in 1947 with 150 members "just out of uniform", says Richard, and intent on selling insurance as their new civilian lives began. Many well-known loss adjusters also joined in the early days.

In their heyday they raised as much as \$20,000 a year but despite a severe decline in membership numbers they still donate a respectable sum each year to a deserving charity.

"The South Australian Division of AICLA has had a long and happy relationship with the RSL and Richard has for many years participated in our annual lunch," says Mark Green, Division Chair of South Australia. "The Division often donates proceeds from luncheon auctions to the RSL Insurance Sub-Branch."

The Insurance sub-branch RSL club is the only insurance-industry related RSL club in Australia and has had many loss adjusters as members over the years. AICLA congratulates the club and Mr Knight for their efforts.

NEW AND ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

| Name | Class | Division |
|------------------------|-------------|-----------------|
| Yiau Hwa (Donald) Lim | Affiliate | Thailand |
| York Tian (Harold) Lim | Affiliate | Thailand |
| Wai Kei Moh | Affiliate | Malaysia |
| Rolf Bloch-Jorgensen | Provisional | New South Wales |

ELEVATIONS

| Name | Class | Division |
|---------------|-----------|-------------|
| Tai Batchelor | Associate | New Zealand |
| Awgku Kaloski | Associate | Malaysia |

ASSOCIATE MEMBER PATHWAY

AICLA recently communicated directly with members following changes to the Diploma of Loss Adjusting course syllabus regarding amendments to the pathway for Associate membership.

AICLA members are now required to complete 8 modules (6 core and 2 electives) from the Diploma course to achieve Associate membership and Chartered status.

For details of requirements for various categories of membership click here.

DIPLOMA ENROLMENTS 2015

Enrolments in the Diploma of Loss Adjusting for 2015 were again very strong with 556 modules undertaken. The Diploma course material is owned by AICLA and delivered by our Education partner ANZIIF.

By countries the highest number of enrolments were Australia (201), NZ (127), Thailand (74), Indonesia (51) and Malaysia (31). The high level of enrolments in the International division particularly Thailand and Indonesia indicate the success of the work undertaken by the International Division Council, chaired by Budi Maharesi and supported by Jaye Kumar, International Development Director.

That data also showed that female enrolments in the Diploma were 27%.



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.

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

ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

MIRACLE IN YOUR POCKET – THE SMARTPHONE

Our latest foray out of the immediate realm of insurance and into the world of technology is to examine the background of what must surely be the most universally used technical box of tricks: the smartphone. Can any device have had a greater impact on modern life than this absurdly inexpensive and all-encompassing bundle of electronic miniaturisation and technological software magic?

Loss adjusters are of course much too busy to post trivial self-serving messages to Facebook or Twitter in which they describe the minutiae of their latest breakfast, and in their rare moments of relaxation with a partner are more likely to chat at the meal table — with actual (gulp!) voices — than they are to frantically inform the on-line world that they are now sitting at the meal table!

For the busy loss adjuster, the smartphone is a two-edged sword. Being able to navigate to the site of a loss without fumbling through a book of maps and then to be able to stream back to the principal a film detailing all the salient points is not to be taken for granted, although it invariably is. The other edge to the sword is that the adjuster is always on duty. Of course, he or she always has been; it is the nature of the profession. But now there is a compelling immediacy. Instructions can and do arrive at any time, irrespective of convenience. The only time the adjuster dares to switch off the device is when on the site of a loss. Returning to the on-line world invariably brings a new set of pressures — as well as earning opportunities!

In this paper we look at the comparison with the early brick ‘portable’ phones that made calls and that’s all. Yes, ‘that’s all’, but a reminder of what that means was a recent TV news-clip which spoke of early ambulance drivers having to keep a pocketful of change so that the base could be called from a phone box every now and then. Many of our older adjusters remember a similar state of affairs. So even being able to make and take telephone calls while away from wires is not to be sneezed at. We also look in more detail at exactly what makes a modern smartphone smart. We look at the history briefly, and dissuade those with a technical bent who would like to make one. It can’t be done of course. Only machines are capable of working at the level of miniaturisation involved.

This paper is at CPD082 and to access it and other papers, navigate on our website through ‘Professional Development’ on the AICLA Home Page. Members should use the User Name **cpduser** and the Password **aiclacpd**. Your browser may offer the opportunity to ‘Remember this password’.

We look forward to seeing you there!

Go to on-line CPD now.

A Snippet from the Soon-to-be-Published History of Loss Adjusters in Australasia

Shipowners’ Liability:

It is much to be regretted
That your goods are slightly wetted
But our lack of liability is plain
For our latest bill of lading,
Which is proof against evading,
Bears exception for sea-water, rust and rain,
Also sweat contamination,
Fire and all depreciation
That we’ve ever seen or heard of in a ship
And our due examination, made at Port of destination
Shows your cargo much improved by the trip

Furthermore, the protest shows
That the master blew his nose,
And the hatches were demobilised by the gale.
Oh we’ll stick together
To prove it’s heavy weather,
For we’ve got the cargo owner by the tail.
So, reserving all defences,
Alibis and false pretences,
We suggest it’s your underwriter man,
Who’s the guy that’s out of luck,
Yes, we always pass the buck,
Yes, we also duck the issue, if we can.

Tis the cause of grief sincere
And we almost weep to hear,
You are claiming for your cargo wet by rain.
It really is a crime,
That you’re wasting so much time,
For you bill of lading clauses make it plain,
That for ullage, rust or seepage,
Water, sweat or just plain leakage,
Act of God, restraint of Princes, theft or war,
Loss, damage or detention,
Lockout, strike or circumvention,
Blockade, in
derdict of loss twixt ship and shore,
Quarantine or heavy weather,
Fog or rain, or both together,
We’re protected from all these and many more
Oh it’s very plain to see
That our liability
As regards your claim is absolutely nil,
So try your underwriter,
He’s a friendly sort of blighter,
And he’s pretty sure to grin and foot the bill

- Anonymous from CILA newsletter,
Australasian Division, March 1978