



## FROM THE INSTITUTE PRESIDENT, LEON BRIGGS

Dear Member,

Last month I conveyed to you the events of the Asian Claims Convention in Ho Chi Minh City, one of our most successful conferences ever, with almost 130 delegates. It only takes a day or two to rest from one conference before we turn our minds to the next one, expected to be in April 2018. The AICLA Board has decided to hold the 2018 conference in Bali, which will be the first time we have taken it to Indonesia, the 4th most populous country in the world. Indonesia is also one of our biggest supporters in Asia with almost 50 members.

For those of you with an interest in history (and anyone made to study for the exams!), you may recall the famous case of *Carter v Boehm* (1766), and the famous decision by Lord Mansfield in which he invented the doctrine of utmost good faith – the historic underpinning of our entire profession. The case was about the application to insure Fort Marlborough against attack by the French. The underwriter alleged that the insured knew of weaknesses in the fort and the likelihood of French attack, and had failed to disclose these facts. Until that time the concept of material facts had not been invented, however Lord Mansfield's judgement developed this concept.

The relevance of this is that Fort Marlborough happens to be in Bengkulu, on the island of Sumatra in Indonesia. Although a flight away from Bali I am hoping to arrange a side-trip to visit the Fort a few days before the convention. Although it is about 10 months away, if this would interest any other members then please let me know.

One of the other activities last month was the President's visit to Asia. Tony Libke and I visited members, CEOs and insurance institute representatives in Bangkok, Jakarta, Kuala Lumpur, Hong Kong and Singapore. It was great to meet

over 100 of the International Division members in a series of meetings across the region. It gave us a chance to outline to them developments within AICLA and, as we are an educational institute, we also arranged a technical presentation. Thank you to those members who attended the events, your participation and hospitality was very much appreciated.

There are many people who contribute to our ability to be of service to Asian members, but it is appropriate to thank Budi Maharesi, the International Division Chairman, and Jaye Kumar, the International Development Director. Particularly, under Jaye's guidance the International Division has grown from 50 members in 2003 to 240 in 22 countries, as far afield as Uganda, UAE, and Germany! We have recently been in discussions with representatives in Myanmar about bringing the Claims Technician Course to that country.

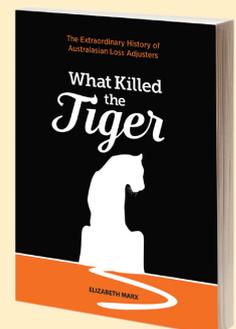
Finally, the Sydney Claims Convention is fast approaching us – less than four months away (21 September). It promises to be an excellent event and I encourage you to reserve the space in your diary now. Also for those of you, or your colleagues, who may be relatively new to the profession a Trainee Loss Adjusters Workshop will be held in Sydney on the 20th of September.

Kind regards

Leon Briggs, Chartered Loss Adjuster  
President - AICLA

## WHAT KILLED THE TIGER

### The Extraordinary History of Australasian Loss Adjusters



If you have yet to purchase your copy, books are being held by Divisions so please contact your Division Secretary to avoid shipping costs if you are able to arrange collection. Alternatively, the book can be purchased and an order form is [available here...](#)

## ASIA MEMBER MEETINGS

Following ACC17 the President, Chief Executive and International Division Chair attended meetings in Bangkok, Jakarta, Kuala Lumpur, Hong Kong and Singapore.

[Click here to view the complete photo gallery.](#)



## CODE OF PRACTICE SUBMISSION

AICLA recently made a submission to the Insurance Council of Australia in respect of their review of the General Insurance Code of Practice. The Code requires Service Suppliers be qualified by education, training and experience to provide the service competently and to deal with insureds professionally.

AICLA believes the Code should identify minimum standards for Service Suppliers.

AICLA maintains that this minimum standard for loss adjusters should be completion of the first four modules from the Diploma of Loss Adjusting offered by ANZIIF. These Modules can be undertaken by any person and are not restricted to AICLA members.

By defining minimum standards for loss adjusters and other Service Suppliers it will enhance the Code's objective of ensuring that Service Suppliers are competent and provide a high level of service to insureds. This would create greater community confidence in the claims process.

[For a copy of the submission click here.](#)

## CLAIMS CONVENTION 2017

Arrangements are well advanced for the joint AICLA/ ANZIIF Claims Convention to be held on **Thursday, 21 September 2017** at the Sofitel Wentworth Sydney.

The theme for the convention is *The Art of Claims – Maintaining Customer Focus*.

Speakers confirmed include Rob Blunden, Zurich, Adam Squire, Arthur J. Gallagher, John Price, FOS and Chris Colahan, Berkshire Hathaway. Dr Grant Lester, Forensic Psychiatrist from the Victorian Institute of Forensic Mental Health, will present on the topic *Techniques for Dealing with Difficult Claimants*.

**Australian Disaster Recovery (ADR)** will be the Platinum sponsor for CC17.

A Trainee Loss Adjusters workshop will be held in Sydney on **Wednesday, 20 September 2017**. If any member has a recommendation of a topic and or speaker for the trainee workshop, they are invited to submit information to [adminoffice@aicla.org](mailto:adminoffice@aicla.org).

## NEW SOUTH WALES

The NSW annual lunch will be held at the Kirribilli Yacht Squadron on Friday 21 July 2017. This popular annual event attracts a full house and this year will be no different, with approximately 170 attendees expected. The speaker at the luncheon will be former international cricketer and media personality Kerry O'Keeffe.

## ASIAN CLAIMS CONVENTION 19-20-21 APRIL 2017

# HO CHI MINH CITY VIETNAM

The Asian Claims Convention held in Ho Chi Minh City, Vietnam was an outstanding success with very favourable feedback from delegates, speakers and sponsors.



[CLICK HERE TO VIEW PHOTO GALLERY](#)

## QUEENSLAND

The Queensland Division will be holding a breakfast seminar on the 20th of June covering contract works and construction liability. The presenter will be Patrick Mead from Carter Newell Lawyers. The sponsor for the event will be ICPS. [Click here for the registration brochure.](#)

Other events planned for the QLD Division include:

- 4 July: Education Seminar – Building Scoping and Licensing
- 25 August: AICLA AGM and Trivia Night
- 6 September: AICLA/WII Charity Race Day
- 27 October: End of Year Lunch

## VICTORIA

Over 50 loss adjusters from Victoria and interstate shared drinks and traded stories on the 10th of May at the European Bier Café in Melbourne's CBD. It was the first of a planned series of events bringing together adjusters for both social and professional development purposes.

The event coincided with the National Directors Meeting and we were fortunate to have several interstate AICLA committee members and Executives in attendance.



## NEW AND ELEVATED MEMBERS

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

### NEW MEMBERS

Name	Class	Division
Wei-Lei, Joel Koo	Provisional	Victoria
John Arends	Provisional	New Zealand
Basil Taylor	Affiliate	New South Wales
Brian Eckhart	Affiliate	Western Australia

### ELEVATIONS

Name	Class	Division
Paul Rae	Affiliate	New Zealand
Scott Reichelt	Associate	Singapore

## ON-LINE CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

### SOUTH AUSTRALIA SYSTEM BLACK 2016

From time to time populations around the world are forcibly reminded of the absolutely essential nature of an ongoing mains power supply. There have been some notable near disasters related to this fact, including some in the United States and Canada, where the effects of faults have led to cascading cutouts in major power supply interconnections, and — nearer home — a very spectacular cable failure in Auckland in 1998 that left the city without mains power for five whole weeks.

Unless you are from Auckland, where you will only have to remember it, imagine suddenly being plunged into darkness in such a benign situation as your own home. One moment you are perhaps sipping a glass of red and watching the TV news — or more likely for an adjuster, struggling to complete that urgent report before tomorrow's fresh stresses — when your world abruptly turns black. You know your way in your own home of course, so you walk calmly over to the sideboard to get your torch, only to bump painfully into a table and nearly trip over a footstool.

The power does not come back on, so you lift the telephone to report the cut, only to find that the instrument does not work. Being on the NBN FTTN (as most are) your modem doesn't work — so neither does the phone or internet. You call on your mobile. All lines to the electricity authorities are engaged.

Meanwhile sirens echo in the streets as appliances proceed to the rescue of lift occupants. Traffic lights are out so there is chaos there. Nothing in the home works of course, heaters, air conditioners, stove and kettle included, and just to top it off all this happens in a raging storm. You are now cold (or hot), hungry, frustrated (your computer doesn't work so that report will not be completed) and confused.

Such was the experience of nearly the whole of the state of South Australia in September 2016. What followed was the inevitable blame game, and of course the media and the politicians became involved, thoroughly muddying the waters with passionate arguments for or against the theory that there is too much reliance on renewable energy.

Although the outage was extremely widespread, to the credit of the SA power authorities it lasted a matter of hours, rather than days or even weeks as in Auckland (credit to them too, under the circumstances). You will find the details at CPD095, and we welcome you there.

Access the paper on our website, via the link 'Professional Development'. The User Name for members is **cpduser** and Password is **aiclapd**.

**[Go to on-line CPD now.](#)**



### LOSS ADJUSTER – AUSTRALIA

Integra Technical Services is a firm of loss adjusters specialising in the settlement of major and complex insurance claims in defined industry sectors which involve property damage, machinery breakdown, business interruption, delay in start-up, marine and specialist liabilities.

We are a global firm, proudly privately owned see [www.integrateservices.com](http://www.integrateservices.com).

With our continued growth we are looking for an adjuster to join our team. The Australian practice comprises losses involving the industry sectors of mining, onshore energy, offshore energy, petrochemicals, power generation and construction. Ideally the suitable candidate will have:

- A tertiary engineering/technical background.
- A minimum of 3 years contemporary major/complex loss adjusting experience.
- Excellent communication and negotiation skills.
- Commenced/completed insurance/loss adjusting based studies (ie CII, ANZIIF, AICLA, CILA etc).

The successful candidate for this particular role will ideally be based in Sydney. There will be frequent travel. An attractive remuneration package will be offered commensurate with the candidate's background and experience.

Applications to Sarah Thorpe by 30 June 2017: [sarah.thorpe@integrateservices.com](mailto:sarah.thorpe@integrateservices.com).

Naturally all applications treated in the strictest of confidence.

The above role is expected to be Sydney based, however, Integra is always looking for the opportunity to work with great people. If you excel at technical loss adjusting, have market profile and a proven following then opportunities always exist. So, if you don't fit the profile above but you yearn to work in a professional environment with like-minded, best practice loss adjusters, please contact us, wherever you happen to be based.



### **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.