

AICLA/ANZIIF

CC10

ClaimsConvention

CLAIMS EXCELLENCE

**THURSDAY 19 AUGUST TO FRIDAY 20 AUGUST 2010
FOUR SEASONS HOTEL SYDNEY**

PD Ratings

ANZIIF CIP 9 points
AICLA CPD 9 points
NIBA CPD 9 points

PLATINUM SPONSOR:



CC10 GALA DINNER

THURSDAY 19 AUGUST

7.00pm - 11.30pm **CC10 Gala Dinner**
Luna Park (Crystal Palace)

Dinner Guest Speaker: Brad Blaze

Proudly sponsored by: Steamatic



Combining lightning fast speed painting with comedy audience involvement, Brad Blaze has enthralled audiences with his unique corporate entertainment shows.

Brad Blaze has taken special event & corporate entertainment in an exciting new direction. His high energy shows captivate and engage members of the audience, bringing huge paintings to life as a speed painter and magician - there is no one else like him.



CC10 CLAIMS

THE 4TH ANNUAL AICLA/ANZIIF CLAIMS CONVENTION IS THE LARGEST CLAIMS EVENT IN AUSTRALASIA, FEATURING KEY SPEAKERS, COMING TOGETHER TO ENGAGE AND NETWORK TO TACKLE GLOBAL AND LOCAL CHALLENGES.

THE CONVENTION ATTRACTS REPRESENTATIVE ATTORNEYS, LOSS ADJUSTERS, RISK MANAGERS, CLAIMS INVESTIGATORS AND INDUSTRY ASSOCIATIONS.

THURSDAY 19 AUGUST

7.00am - 8.45am **Registration**

8.50am - 8.55am **Welcoming Remarks**

Convenor: Philip Maguire, Principal,
Professional Financial Solutions Pty Ltd

8.55am - 9.10am **AICLA Brave New World**
Ian McWalter, President, AICLA

9.10am - 9.45am **Professional Membership in a Modern Insurance Industry**
Joan Fitzpatrick, CEO, ANZIIF

9.45am - 10.15am **Claims Expectations**
Vivek Bhatia, CEO, Lumley Insurance

10.15am - 10.45am **Morning Tea served in Trade Exhibition**

10.45am - 11.45am **Supply Chain Challenges – Finding Value**
Scott Didier, Managing Director, Johns Lyng Group
Pieter Versluis, General Manager, Trans-West Insurance Brokers Pty Ltd
Fiona Phillips, National Manager, Claims Operations, CGU Insurance
Harry Patel, CEO Cunningham Lindsey Australia Pty Ltd

Facilitator: Jenny Lambert, General Manager,
Customer Services, Allianz Australia Insurance Limited

11.45am - 12.15pm **Evil in the Suburbs; Clandestine Drug Laboratories – Dangers to the Community and Insurers**
Murray Nystrom, Director, Australian Forensic

12.15pm - 12.45pm **Claims, Complaints and Customer Enquiries**
John Price, Ombudsman – General Insurance,
Financial Ombudsman Service

12.45pm - 2.00pm **Lunch served in Trade Exhibition**

INSURANCE EXCELLENCE

CONVENTION IS THE PREMIER INSURANCE
KEY INTERNATIONAL AND LOCAL
AND INSPIRE INSURANCE PROFESSIONALS
ES.

ES FROM A WIDE RANGE OF INSURERS,
INDUSTRY SPECIALISTS, SUPPLIERS AND

FRIDAY 20 AUGUST

- 2.00pm - 2.30pm** **Convenor:** Ian Lavin, Director, MYI Freemans Australia
APRA's Supervision Approach and 2010/11 Agenda
Helen Rowell, General Manager, Policy Development,
Australian Prudential Regulation Authority (APRA)
- 2.30pm - 3.00pm** **Claims – What Matters to the Brokers?**
Philip Gare, Head of Claims,
OAMPS Insurance Brokers Ltd
- 3.00pm - 3.30pm** **Claims Excellence for Adjusters**
Martyn Norrie, Chief Executive Officer, Cunningham
Lindsey New Zealand Limited
- 3.30pm - 4.00pm** **Afternoon Tea in Trade Exhibition**
- 4.00pm - 4.30pm** **Interview with Michael Gill**
Michael Gill, President, International Insurance
Law Association (AIDA)
Interviewer: Ian McWalter, President, AICLA
- 4.30pm - 5.00pm** **Why is a photocopier not a car?**
Tim Chewter, Director, Cyberclean
- 5.00pm - 5.10pm** **Summary of Day One**
Convenor: Ian Lavin, Director, MYI Freemans
- 5.10pm - 5.45pm** **Networking Drinks in Trade Exhibition**
- 6.00pm - 7.00pm** **Transport to Crystal Palace, Luna Park**
- 7.00pm - 11.30pm** **Conference Dinner – Crystal Palace at
Luna Park Sydney**

- 7.30am - 8.40am** **Registration**
- 8.45am - 8.55am** **Review of Day One and Overview of Day Two**
Convenor: Jonathan Hubbard Regional Leader NSW
Metro, Cunningham Lindsey Group Limited
- 8.55am - 9.25am** **The Reinsurers Global Outlook on Claims**
Peter Nickerson, General Manager,
Berkley Re. Australia
- 9.25am - 10.30am** **Claims Preparation - Great Expectations**
Mark Ronan, National Manager – Aon Global
Risk Consulting (Australia), Aon Risk Services Australia
Limited
Jo Willis, Claim Consultant, Claim Solutions Pty Ltd
Andrew Thomas, Head of Specialist Assessing Services,
MYI Freemans Limited
Michael Hand, Executive Loss Adjuster,
ACE Insurance Ltd
- Facilitator:** Andrew Bart, CEO, Crawford & Company
(Australia) Pty Ltd
- 10.30am - 11.00am** **Morning Tea in Trade Exhibition**
- 11.00am - 11.30am** **People Behaviour in Distress**
Hilary Haynes, Learning and Development Manager,
Technical and Operations, Allianz Australia Insurance
Limited
- 11.30am - 12.00pm** **Who's Liable for Liability?**
David Kearney, Managing Partner, Wotton + Kearney
- 12.00pm - 12.30pm** **Pacific Paradise & Claims Excellence**
Ian Lavin, Director, MYI Freemans
- 12.30pm - 1.00pm** **Specialist Insurers are Special!**
David Brown, General Manager, Guild Insurance Ltd
- 1.00pm - 1.15pm** **Final Remarks**
Ian McWalter, President, AICLA
- 1.15pm - 1.45pm** **Trade Exhibition Winners Announced**
- 1.45pm - 2.15pm** **Lunch served in the Trade Exhibition**

REGISTRATION FORM/TAX INVOICE

PLEASE COMPLETE FORM IN BLOCK LETTERS. PAYMENT MUST ACCOMPANY REGISTRATION FORM

**** EARLY BIRD - REGISTER BEFORE FRIDAY 16TH JULY AND GO INTO THE DRAW TO WIN A BOTTLE A BOTTLE OF PENFOLDS GRANGE HERMITAGE.**

01

DELEGATE DETAILS

TITLE MR MRS MISS MS DR

ANZIIF MASTER ID _____ OR AICLA MEMBERS TICK HERE

SURNAME _____

GIVEN NAME (S) _____

POSITION _____

ORGANISATION _____

ADDRESS _____

SUBURB _____ POSTCODE _____

BUSINESS PHONE _____

FAX _____

EMAIL (CONFIRMATION WILL BE SENT TO THIS ADDRESS) _____

PREFERRED NAME FOR NAME BADGE _____

DIETARY REQUIREMENTS: VEGETARIAN OTHER (PLEASE SPECIFY) _____

02

CONFERENCE PRICES (INCL GST)

	MEMBER (ANZIIF OR AICLA)	NON-MEMBER
FULL CONFERENCE REGISTRATION		
INCLUDES CONFERENCE PROGRAM (1.5 DAYS), ENTRY TO THE EXHIBITION, CONFERENCE MATERIALS, ONE PASS TO THE EXHIBITION DRINKS, ONE GALA DINNER TICKET AND LUNCH AND REFRESHMENTS ON BOTH DAYS OF THE CONFERENCE.		
EARLY BIRD PRICES PAY BEFORE 5PM FRI 16 JULY		
INDIVIDUAL REGISTRATION	<input type="checkbox"/> \$990	<input type="checkbox"/> \$1250
MULTIPLE REGISTRATION (5 OR MORE FROM ONE COMPANY IN ONE FAX/ENVELOPE)	<input type="checkbox"/> \$880	<input type="checkbox"/> \$1100
STANDARD PRICES PAY AFTER 5PM FRI 16 JULY		
INDIVIDUAL REGISTRATION	<input type="checkbox"/> \$1200	<input type="checkbox"/> \$1560
MULTIPLE REGISTRATION (5 OR MORE FROM ONE COMPANY IN ONE FAX/ENVELOPE)	<input type="checkbox"/> \$1100	<input type="checkbox"/> \$1430
ONE DAY ONLY CONFERENCE REGISTRATION FEE		
THURSDAY ONLY REGISTRATION	<input type="checkbox"/> \$710	<input type="checkbox"/> \$925
(INCLUDES ENTRY TO THE CONFERENCE PROGRAM ON THURSDAY, ENTRY TO THE EXHIBITION, CONFERENCE MATERIALS, AND ONE PASS TO THE EXHIBITION DRINKS ON THURSDAY)		
FRIDAY ONLY REGISTRATION	<input type="checkbox"/> \$495	<input type="checkbox"/> \$645
(INCLUDES ENTRY TO THE CONFERENCE PROGRAM ON FRIDAY, ENTRY TO THE EXHIBITION AND CONFERENCE MATERIALS)		
SOCIAL FUNCTIONS – ADDITIONAL TICKETS (FOR COLLEAGUES OR PARTNERS)		
GALA DINNER	<input type="checkbox"/> \$195	<input type="checkbox"/> \$195
NAME/S: _____		
DIETARY REQUIREMENTS: <input type="checkbox"/> VEGETARIAN <input type="checkbox"/> OTHER (PLEASE SPECIFY) _____		

03

PAYMENT DETAILS

THIS DOCUMENT WILL BECOME A TAX INVOICE FOR GST WHEN FULLY COMPLETED AND PAYMENT IS MADE.

MY REGISTRATION FEE WILL BE PAID BY (PLEASE TICK):

CHEQUE ENCLOSED CREDIT CARD EFTPOS

PLEASE DEBIT MY (PLEASE TICK):

VISA MASTERCARD DINERS CLUB AMEX

CARD NUMBER _____

EXPIRY DATE _____

CARDHOLDER'S NAME _____

AMOUNT AS _____

CARDHOLDER'S SIGNATURE _____

DATE _____

CHEQUES TO BE MADE PAYABLE TO

AUSTRALIAN AND NEW ZEALAND INSTITUTE OF INSURANCE AND FINANCE

BANK ACCOUNT: NATIONAL BANK AUSTRALIA LTD

BRANCH: MELBOURNE OFFICE, 330 COLLINS STREET

NAME: AUSTRALIAN & NEW ZEALAND INSTITUTE OF INSURANCE AND FINANCE

BSB: 083 004

ACCOUNT: 51511 7195

PLEASE SEND THE REMITTANCE ADVICE TO ACCOUNTS@THEINSTITUTE.COM.AU

04

CANCELLATION AND SUBSTITUTION POLICY

CANCELLATIONS IN WRITING MADE BEFORE 23 JULY 2010: FULL REFUND LESS \$100 ADMINISTRATION FEE

CANCELLATIONS BETWEEN 23 JULY AND 6 AUGUST 2010: 50% REFUND

CANCELLATIONS RECEIVED AFTER 6 AUGUST 2010: NO REFUND

IN THE EVENT OF A REGISTRANT'S INABILITY TO ATTEND, A SUBSTITUTE DELEGATE IS WELCOME. SUBSTITUTIONS MAY BE MADE AT ANY TIME PRIOR TO 13 AUGUST 2010.

05

PRIVACY POLICY

AICLA AND ANZIIF COLLECT AND STORE YOUR PERSONAL INFORMATION FOR THE PURPOSES OF PROVIDING AND PROMOTING CONTINUING EDUCATION PROGRAMS AND MEMBERSHIP SERVICES.

THE INFORMATION YOU PROVIDE WILL NOT BE RELEASED TO ANY OTHER PERSON OR ORGANIZATION WITHOUT YOUR CONSENT UNLESS REQUIRED TO DO SO BY LAW.

ANZIIF AND AICLA WILL ON OCCASION BE ASKED TO SUBMIT DELEGATE NAMES AND CONTACT DETAILS TO EVENT SPONSORS.

PLEASE TICK IF YOU DO NOT WISH YOUR NAME AND CONTACT DETAILS TO BE RELEASED TO THE SPONSORS OF THIS EVENT.

PLEASE TICK IF YOU DO NOT WISH YOUR NAME AND COMPANY TO BE LISTED ON THE CONFERENCE PROCEEDINGS ATTENDANCE SHEET.

TO CONFIRM YOUR BOOKING, PLEASE COMPLETE THIS FORM WITH PAYMENT AND RETURN TO:

CC10 CONFERENCE MANAGEMENT

C/- AUSTRALIAN AND NEW ZEALAND INSTITUTE OF INSURANCE AND FINANCE:

LEVEL 8, 600 BOURKE STREET, MELBOURNE VIC, 3000 AUSTRALIA

FAX: (61 3) 9642 4166

EMAIL: CUSTOMERSERVICE@THEINSTITUTE.COM.AU

CONFERENCE AND REGISTRATION QUERIES: (61 3) 9613 7280

PLEASE REFER OVERLEAF FOR ACCOMMODATION BOOKING DETAILS.

ACCOMMODATION – AICLA/ANZIIF CLAIMS CONVENTION

THE OFFICIAL CONFERENCE VENUE FOR CC10 IS THE FOUR SEASONS HOTEL SYDNEY.

WE HAVE NEGOTIATED SPECIAL ACCOMMODATION RATES FOR CONFERENCE DELEGATES.

PLEASE COMPLETE THE FORM BELOW AND FAX DIRECTLY TO THE FOUR SEASONS HOTEL. WE STRONGLY RECOMMEND BOOKING EARLY.

PLEASE NOTE THESE RATES ARE SUBJECT TO AVAILABILITY.

ACCOMMODATION BOOKING FORM - ANZIIF/AICLA CLAIMS CONVENTION

GUEST

ADDRESS

SUBURB

STATE

POSTCODE

PHONE

FAX

EMAIL

PLEASE TICK YOUR PREFERENCES (RATES DO NOT INCLUDE GST)

CITY VIEW ROOM, AUD \$225.00 PER ROOM PER NIGHT

OPERA VIEW ROOM, AUD \$245.00 PER ROOM PER NIGHT

HARBOUR VIEW ROOM, AUD \$265.00 PER ROOM PER NIGHT

KING BED TWIN BEDS SHARING WITH

SMOKING NON-SMOKING

SPECIAL REQUIREMENTS (SPECIFY)

ARRIVAL DATE

DEPARTURE DATE

FLIGHT NUMBER

FLIGHT NUMBER

ARRIVAL TIME

DEPARTURE TIME

ACCOMMODATION PAYMENT DETAILS

CREDIT CARD DETAILS TO SECURE YOUR BOOKING - PAYABLE DIRECTLY TO THE FOUR SEASONS HOTEL

PLEASE DEBIT MY (PLEASE TICK): VISA MASTERCARD AMEX DINERS CLUB

CARD NUMBER

EXPIRY DATE

CARDHOLDER'S NAME

AMOUNT AUD\$

CARDHOLDER'S SIGNATURE

DATE

***** PLEASE FAX OR SEND YOUR ACCOMMODATION REQUEST DIRECTLY TO THE FOUR SEASONS HOTEL. *****

FOUR SEASONS HOTEL SYDNEY. 199 GEORGE STREET, SYDNEY, NSW 2000, AUSTRALIA TEL. 61 (2) 9250-3100

GROUP RESERVATIONS

FACSIMILE: (61-2) 9247 8713

EMAIL: RES.SYDNEY@FOURSEASONS.COM

CONVENTION INFORMATION

VENUE

Four Seasons Hotel
199 George Street
Sydney, NSW 2000, Australia
Phone: +61 2 9250 3100
Fax: +61 2 9251 2851

REGISTRATION

Mail registration form and accompanying payment to:
Australian and New Zealand Institute of Insurance and Finance
Level 8, 600 Bourke Street
Melbourne, VIC 3000 Australia
Fax: +61 3 9642 4166
Email: customerservice@theinstitute.com.au

CLOSING DATE FOR REGISTRATION

Registration for the convention closes on Monday 9 August 2009.

ACCOMMODATION

Accommodation bookings should be made directly with the Four Seasons Hotel, by emailing Res.Sydney@fourseasons.com and quoting CC10 or by completing the booking form and faxing it to Group Reservations fax: (61 2) 9247 8713.

ARRIVAL AT THE VENUE

On arrival at the Four Seasons Hotel, please ensure you collect your name badge and convention materials at the Registration Desk. Your name badge is required for entry to all convention sessions and the Gala Dinner. The Registration Desk will be open from 7.00am on Thursday 19 August and 7.30am on Friday 20 August.

CAR PARKING

Parking is available at Mirvac Parking (113 Harrington Street) behind the Four Seasons Hotel. The maximum charge per day is \$54. Early bird rates of \$19 are available. For more information, please call Mirvac Parking at (02) 9252 4900. Limited parking is also available at the Four Seasons Hotel.

CANCELLATION AND SUBSTITUTION POLICY

Cancellations received in writing before 23 July 2010: Full refund less \$100 administration fee.
Cancellations received between 23 July and 6 August 2010: 50% refund.
Cancellations received after 6 August 2010: No refund.
In the event of a registrant's inability to attend, a substitute delegate is welcome. Substitutions can be made at any time prior to 13 August 2010.

PROFESSIONAL DEVELOPMENT RATINGS

The Convention has been accredited for the following professional development ratings:

ANZIIF	9 CIP points
AICLA	9 CPD points
NIBA	9 CPD points

CHANGES TO THE PROGRAM

The organisers reserve the right to alter the program without prior notification to delegates.

ORGANISING COMMITTEE

ANZIIF and AICLA would like to sincerely thank the CC10 organising committee for their time and effort contributing to the 2010 Claims Convention: Claims Excellence.

Steering Committee:

Ian Lavin, MYI Freemans Australia
Tony Libke, AICLA
Ian McWalter, AICLA
Ines Pirslin, ANZIIF
Vally Fluhler, ANZIIF

Program Committee:

Andrew Bart, Crawford & Company (Australia) Pty Ltd
Jonathan Hubbard, Cunningham Lindsey Group Limited
Jenny Lambert, Allianz Australia Insurance Limited
Ian Lavin, MYI Freemans Australia
Philip Maguire, Professional Financial Solutions Pty Ltd
Ian McWalter, AICLA
Vally Fluhler, ANZIIF

PLATINUM SPONSOR



SILVER SPONSORS



SPEAKER GIFT SPONSOR



EXHIBITORS



CC10 has been developed by ANZIIF and AICLA



Australian and New Zealand Institute of Insurance and Finance
Level 8, 600 Bourke Street
Melbourne, VIC 3000 Australia
Phone: (61 3) 9613 7200
Fax: (61 3) 9642 4166
Email: vicbranch@theinstitute.com.au



Australasian Institute of Chartered Loss Adjusters
GPO Box 1705
Brisbane, QLD 4001 Australia
Phone: (61 7) 3229 6663
Fax: (61 7) 3221 7267
Email: adminoffice@aicla.org