



FROM THE INSTITUTE PRESIDENT, JAYE KUMAR

Dear Member,

We continue to be confronted with some worrying times during the current COVID-19 pandemic. When we heard of the first few cases of the novel coronavirus in Australia in January 2020, we were optimistic that it would not have such a devastating effect on our lives. Six months later and with the number of infections in some Australian States again rising, we are now faced with the realisation that we may have to continue with our restricted lifestyles until a vaccine is developed and deployed, which may take up to another 18 months. The experience in other countries where we have significant membership is mixed. New Zealand, Vietnam, Hong Kong and Thailand have had great success to date in containing the spread of the virus.

In the short term, AICLA has had to cancel a number of activities in Australia and overseas. It now appears unlikely that the AICLA ACC 21, planned to be held in Kyoto, Japan in March will go ahead. A final decision will be made in the next few months following consultation with our colleagues at the Loss Adjusters Association of Japan (LAAJ). Other major events including the New Zealand Division Conference, NSW Luncheon and Sydney Claims Convention have been cancelled.

On a positive note, the Victorian Division successfully conducted the first iAdjust webinar on 29 July, and a further four sessions are planned over the next month. All members are eligible to register for the webinars. Divisions will be conducting AGMs throughout August using electronic means or face to face meetings, or a combination of both.

The insurance industry in general has suffered some impact with businesses reducing their cover to save premiums or not renewing their insurance policies due to financial constraints. Despite this, what we can be certain of is that as long as there is an economy, there will be claims. This may be a paradox but it is nevertheless one that has enabled claims professionals to continue operating as essential service providers.

Claims are not dictated by economic trends (up or down), but rather by insured events such as fires, impact, water damage, public liability, engineering, marine, workers compensation and all types of accidental damage claims. Add a major inclement weather event and we are faced with increased claims. In that respect, claims handling services, such as loss adjusters, repairers, suppliers and claims teams will continue to be needed.

Governments are doing their part to manage the impact of COVID-19 on the economy with various subsidies and support being extended until early 2021. Economists forecast the Australian economy to shrink by 3.3 % of GDP in 2020 then grow by 3.5% in 2021. New Zealand and countries of southeast Asia are expected to contract their economies by 1.5% to 5.3% in 2020 and grow up to 5.5% in 2021. Looking at it positively, it is possible that in less than 12 months we will be well on the path to recovery.

I am pleased to report that, following a membership drive, we have achieved a record number of new members joining AICLA in a single month. Currently, membership is already at a record level and there were a further 25 new members admitted during the July membership campaign.

On a personal note, unrelated to the pandemic, I would like to mark the passing of a veteran industry legend, Charlie Pryde, who succumbed to a long illness and died peacefully on 5 July 2020. Charlie gave me a leg up in 1987 as a new migrant and provided seemingly limitless support and encouragement as a fellow professional during later years:

Albert Einstein once said, *"The value of a man should be seen in what he gives and not in what he is able to receive."* Charlie Pryde was a man who gave to his work, his family, his friends and his colleagues, and I am one of many who was touched by his generosity and support.

Many of us have someone who played a major part in our lives, and so often we do not have the opportunity to acknowledge that person's contribution until it is too late. I am thankful I did when I met with Charlie a few months ago.

Vale, Charlie Pryde 23/7/1935 - 5/07/2020.

Kind regards

Jaye Kumar, Chartered Loss Adjuster
President – AICLA

UPCOMING EVENTS

Members and guests are invited to attend the following events. Further information will be provided in due course.

DATE	EVENT	LOCATION
7 August 2020	Networking Function & QLD AGM	Brisbane
5-26 August 2020	iAdjust	Online
13 November 2020	Luncheon	Brisbane
10 December 2020	Awards Night	Melbourne
15-17 March 2021	Claims Convention	Kyoto



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

The cost is \$300.00 (+ 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.

AICLA EMAILS

We receive occasionally information that AICLA emails to members are being blocked. It appears that the problem can be intermittent and should you become aware of such a problem, we request that aicla.org emails be whitelisted by your email service provider.

CONTINUING PROFESSIONAL DEVELOPMENT

Access to CPD online papers and other restricted information is available on the AICLA website 'member section' via the password *aicla2018*. Members are reminded that to be eligible for membership upgrades CPD accreditation must be achieved. Online activities provide one source of valuable training during Covid-19, when face to face training/seminars are limited.

QUEENSLAND

The Queensland Division will be holding its AGM, followed by a networking session, on Friday 7 August at Cloudland Fortitude Valley. The annual end of year luncheon has been booked for 13 November at the W Hotel Brisbane, and further information will be provided to members in due course. Both events will be conducted in accordance with social distancing and other Government requirements.

DIVISION AGMS

Members should have received a Division Notice of AGM recently, and the following are the dates for these meetings:

International – 6 August	VIC – 6 August
QLD – 7 August	NZ – 12 August
NSW/ACT – 13 August	SA/NT – 19 August
WA – 27 August	TAS – 27 August

If you require further details please contact your Division Secretary or adminoffice@aicla.org.

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

Name	Class	Division
Alroy DCosta	Affiliate	Victoria
Benjamin Tan	Affiliate	Int. Singapore
Nick Weir	Affiliate	Queensland
Ravi Nayyar	Affiliate	Victoria
Craig Miller	Affiliate	Queensland
Adrian Maynard	Provisional	Queensland
Andrei Mayer	Provisional	New South Wales
Andrew Goldfinch	Provisional	Victoria
Barbara Lima	Provisional	Queensland
Carly Gray	Provisional	Queensland
Christopher Green	Provisional	South Australia
Emily Pohnan	Provisional	Queensland
Jason Tassone	Provisional	Victoria
Jessica Hill	Provisional	Victoria
Kurt Taylor	Provisional	New Zealand
Moiz Modi	Provisional	Int. Kuwait
Mustafa Bazarwala	Provisional	Int. Kuwait
Nomayer Hossain	Provisional	New South Wales
Nguyen Thanh Tung	Provisional	Int. Vietnam
Peter Bellini-Williams	Provisional	WA
Phedré van der Linde	Provisional	Int. South Africa
Romeo Zoghbi	Provisional	WA
Shiralee Jayasuriya	Provisional	Victoria
Warwick Dyke	Provisional	Queensland
Zoe Young	Provisional	Queensland

ELEVATIONS

Name	Class	Division
Damar Gerung Waworuntu	Affiliate	Int. Indonesia
Gabriel Ho	Associate	New South Wales
Joel Koo	Associate	Victoria
Robin Mehta	Associate	Victoria
Roy Bolton	Associate	Western Australia
Mark Atkinson	Associate	Int. Vietnam

ON-LINE CPD

The second spike in COVID-19 seems to have arrived with a vengeance, and sadly in some countries has been heavily overlaid — to the extent of being virtually obscured — by aggressive and often wilfully ignorant personal political imperatives that do nothing to assist in the fight against this pandemic. The effects of this illness have dwarfed even modern disease control and cure strategies. Humankind has again been humbled by nature, much as it is with weather disasters, of which there are plenty... The insurance industry is increasingly heavily buffeted by all these events.

Remarkably, there are some that still think that COVID-19 is a 'hoax', or who aggressively object to being reminded to wear face masks in public or practice social distancing or obey clear safety instructions relating to border crossing. This is more than complacency (in itself a danger) but amounts to blank denial against universal medical advice. As an example of that, in the writer's local newspaper, a lady letter writer with no claims of scientific knowledge states that '...it is *well known* that 5G cell towers cause the viruses'.

At the same time attention is beginning to focus on the serious economic outlook, with a number of countries appearing to be heading for serious recessions or even depressions (comparison is sometimes made to the 1929-30 Great Crash, although arguably that sprang from sheer greed and dishonest share trading rather than from a more natural cause). The retail, service, travel and agricultural sectors are all being heavily hit, with an inevitable domino effect to follow. Again, in this writer's regional area many small businesses have

closed and some of these once paid rent to the local shopping centre...

All these developments increase the pressure on our industry. Now, there is even more necessity for adjusters to be on top of the numerous pressures that impinge on them. Today's adjuster is more than a highly skilled paralegal. As well as being abreast with numerous legal and procedural aspects, he or she should be informed about technical developments — see numerous papers on our on-line CPD platform — must simultaneously be alert to the possibilities of fraud (numerous papers refer) at the same time as rigorously practising empathy (see CPD 125). Never before has our profession been so essential and the value we can offer the public and the industry been so high. It falls to us to ensure personal and professional development is maximised. Rather than expectations being lower they are higher!

Attendance at conferences and seminars is likely to be impossible for some time to come, so members must take advantage of other avenues of development, even though there are day to day pressures. These other avenues include personal study (always difficult to structure and fit into the busy day) and of course our on-line CPD program.

At a late stage in development, we are looking in depth at the Quadruple whammy that Australia has and is suffering. Drought, bushfire, pandemic and almost certainly depression. We will be there through all of it.