



## FROM THE INSTITUTE PRESIDENT, GLYN LLOYD

Dear Member,

It is safe to say that the 2020 has been a year like no other. The global pandemic, COVID -19, has continued to wreak havoc across the world which has had a significant impact on the insurance and loss adjusting industries. Countries in lockdown, the lack of international travel and social distancing have significantly reduced many AICLA activities throughout Asia, Australia and New Zealand. The promise of a widely available vaccine, which is still some way off, to enable some return to normal life would certainly be a welcome addition to 2021.

As a result of these difficulties in travelling, loss adjusters have developed and enhanced new technologies to continue to provide a well needed service to all of our clients. The inability to draft in loss adjusters in areas of needs certainly brings home the need for change and to embrace the way in which we now work and operate. Virtual meetings have become the new norm although in certain countries some face-to-face meetings and AICLA activities are now taking place.

Both Queensland and Western Australia have recently held a very successful end of year events with 145 attendees at the Queensland end of year function and some 100 at the Western Australia event. The Victorian division of AICLA is also proudly able to announce that their awards ceremony will take place on 22 January 2021, albeit with limited seats available due to COVID restrictions. I am also fully aware that all divisions of AICLA are busy planning their 2021 calendars to ensure that the unprecedented issues of 2020 will not slow down the great momentum built up by AICLA over the past few years in promoting the industry, arranging educational functions and social networking events.

The usual catastrophe season is already upon us, and we have seen major events take place with heavy rainfall and typhoon activities in Southeast Asia, an earthquake in northern Japan and cyclonic activity in the Pacific region. We brace ourselves and prepare for the effects of a La Niña year which will have a significant impact on future events taking place throughout Australia, Pacific regions and Southeast Asia. The services provided by loss adjusters does not go unnoticed at this time and although there are many who would be looking to take a well-earned break over the Christmas and New Year period there will always be a requirement for our wonderful profession to be on call and assist all of our clients during this time and in the future months.

The legislative changes that we looked forward to following the Hayne Royal Commission were not as significant as we originally hoped, however AICLA will continue to lobby both ASIC and the Treasury to ensure that professional standards of those handling, investigating and negotiating settlement of claims are at a standard that our industry can be proud of and ensures our relevance as a trusted and significant service provider.

Although this is only the start of my tenure as president, I would like the opportunity to thank the AICLA Board directors and division councillors for their ongoing commitment and support as without their hard work and effort we would not be able to have a successful international professional body. Special mention goes to Tony Libke, our CEO and his team behind the scenes but very importantly a major factor in the success of our organisation Ash, Adrian and Claire who continue to assist in the operation of AICLA as an efficient organisation.

This is a time of year for us to spend time with our families and friends and reflect on the year that has been. It is hoped that 2021 will bring better fortune for all and the return to a more normal way of life.

From everybody at AICLA have a very Merry Christmas and a happy and prosperous New Year.

**Kind regards**

**Glyn Lloyd, Chartered Loss Adjuster  
President – AICLA**

## 2021 DIARIES

Sagamore Industries Melbourne, the AICLA diary manufacturer, has advised that the 2021 diaries have been dispatched by Australia Post. Due to heavy volumes the delivery has been slower than in previous years.

## 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. During this period there is no limit on the number of CPD points that can be gained via webinars and other distant learning arrangements.

## ICA

Details on updates from ICA are [available here...](#)

## QLD

Following the End of Year Luncheon held on Friday 13th November 2020, the Queensland Division made a donation of \$2,000 to the Children's Hospital Foundation. This has been a long relationship between AICLA and the Children's Hospital Foundation, and we anticipate conducting our traditional Charity Race Day in 2021, which supports this worthy cause.

## NEW AND ELEVATED MEMBERS

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

### NEW MEMBERS

Name	Class	Division
Romy Abbott	Provisional	Queensland
Nicholas Mok	Affiliate	Int. Malaysia
Krishal Mishra	Provisional	Int. Fiji
John Barnett	Provisional	Tasmania

### ELEVATIONS

Name	Class	Division
Nguyen Thanh Tung	Affiliate	Int. Vietnam
Brendan Breen	Associate	New South Wales
Sumeet Bhardwaj	Affiliate	Queensland
Kristianus Agung Purbowo	Associate	Int. Indonesia
Robert Dang	Associate	Victoria



## Best Wishes from the AICLA Office

Tony, Ash, Clare and Adrian wish all members and their families a safe and peaceful Christmas, and after what has been an extraordinary 2020, we hope that the new year is a far better one for everyone.

## UPCOMING EVENTS

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

DATE	EVENT	LOCATION
22 January 2021	Awards	Melbourne

## VIC

The 2020 Awards night will be held on Friday 22nd January 2021, with the loss adjusting industry coming together for a celebration of excellence, professionalism and community.

Attended by the industry's leaders and executives, the Australasian Institute of Chartered Loss Adjusters (Vic) Annual Awards Night recognises the finalists and winners of five award categories, including individuals and companies spanning the breadth of loss adjusting.

To register for the event [click here...](#)

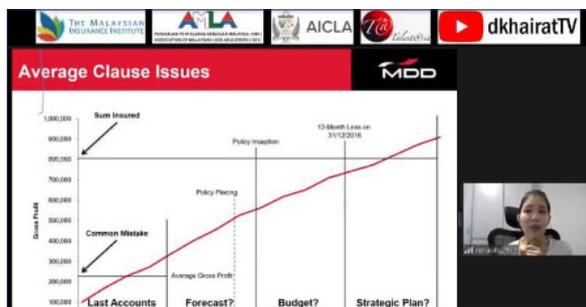


## INTERNATIONAL

The International Division held a successful webinar on 16 December on the topic Business Interruption Insurance Coverage 101.

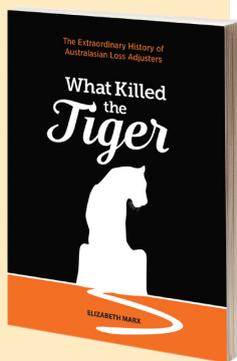
The presenter was Nattakarn Prasitsumrit, Manager, MDD Forensic Accountants Singapore. Mr Pooba Mahalingam, the AICLA Division Councillor for Singapore who organised the event, reported favourable feedback from a full house of 100 attendees.

The event was supported by The Malaysian Insurance Institute and the Association of Malaysian Loss Adjusters, and further events are planned for 2021.



## WHAT KILLED THE TIGER

Copies of the book *'What Killed the Tiger: the Extraordinary History of Australasian Loss Adjusters'* are available, and if you have not already ordered a copy please [click here](#) for the order form.



## ONLINE CPD

When the AICLA on-line CPD initiative was set up over ten years ago, it was primarily a response to the plight of some members who for geographical reasons found attendance at seminars extremely difficult, and for some whose caseload was simply too unrelenting to spare the time in travel — especially out-of-town members at remote locations in our vast region. The aim was to provide an alternative means of broadening insurance and related knowledge and thought on an ongoing basis, an alternative that could be accessed at any time of the day or night, and thus be readily used in those quiet out of hours times.

Little did we then foresee that far from being simply difficult for some members to comply with CPD requirements without this option, it might prove virtually impossible! Probably no-one saw the pandemic coming. Although we now see various vaccination possibilities on the very near horizon, it has been a difficult year with many planned events cancelled or postponed. Against a background of totally changed domestic routines, we've all had to adjust our methods of work, albeit that we are an essential service. After all, deeming something 'essential' does not lower the risk.

During the year, we've endeavoured as usual to provide a wide variety of on-line CPD topics, both directly addressing insurance issues or otherwise looking at current or historic events and issues from an insurance point of view. These have included the topics of Changing Risk, Brexit (a long drawn out process with insurance aspects soon to come to a head), the Chernobyl Nuclear Disaster (relevant to possible plans here), the Quadruple Whammy suffered in our region (Drought, Bushfire, Pandemic and Recession — the latter now looking more hopeful), Oil Disasters over the years, Underinsurance and Averaging, as well as the sinking of the 'unsinkable' Titanic (with insurance-based conspiracy theories) and the essential role of 'wireless'. As usual, we have also featured a number of Financial Ombudsman decisions. Although the work of the FOS has now been replaced by the AFCA, study of FOS determinations over the years is extremely useful in seeing how claims have been analysed. We finished the year with our usual light hearted Christmas speech.

Topics already planned for next year include the Lasermax proximate cause case, technical and usage aspects of 5G networks, and — if legal matters reach a conclusion — the BI response to Pandemic-triggered claims. We also continue to enhance and update past papers as required.

Although AICLA News does not appear in January, the normal monthly addition to the on-line CPD portfolio will appear as usual. In the meantime, best wishes for the break from our corner!



**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](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.