

Adjusting World

IFAA LAUNCHES NEW GLOBAL ACCREDITATION FOR HIGHLY QUALIFIED LOSS ADJUSTERS



At the Annual General Meeting of the IFAA held at Hilton Head, South Carolina, US on the 7th May 2004, presided over by Jerry Hale, President, it was agreed that an individual accreditation be introduced for members of IFAA Associations/Institutes that meet certain standards of education and experience.



Furthermore the accreditation granted to individuals with at least the core competencies as expressed in the IFAA Outline of Core Competencies (see box) and grant that person advanced standing when he or she applies to join as a member of another IFAA member

Association/Institute. The extent of advanced standing to be granted will depend on each IFAA member's local education system and qualifications framework

At this stage IFAA has agreed to accept as Fellows any person who has the written support of an IFAA member and has at least qualified to the level of Associate of the CILA, Associate of AICLA and the equivalent qualification of the remaining member Associations/Institutes. Applicants must also have a minimum of five years continuing experience. A sub committee will look at member's qualification/education systems to ensure a uniformity of standards exist for the Fellowship accreditation.

CORE COMPETENCIES

- Plan and implement loss investigation
- Evaluate collected information requirements
- Report findings and provide guidance to involved parties
- Negotiate and effect settlements
- Provide ancillary services

This is a first for the IFAA in providing a professional qualification for loss adjusters on a worldwide basis. Accredited members will be entitled to a Certificate on payment of a nominal annual fee.

Letters are being sent at this time to each of the member associations detailing the scheme which will be launched on 1st April 2005.

Honorary Life Member For Canada

Keith P. Edwards, FCILA, CLA, FUEDI-ELAE



Jim Eso, President CIIA presenting Keith Edwards with his Honorary Life Membership

Keith P. Edwards, FCILA, CLA, FUEDI-ELAE joined the Canadian Independent Adjusters Conference (CIAC) in 1973 while employed with P.J. Scott & Co. Ltd. and in 1977, until recently, was with McLarens Canada.

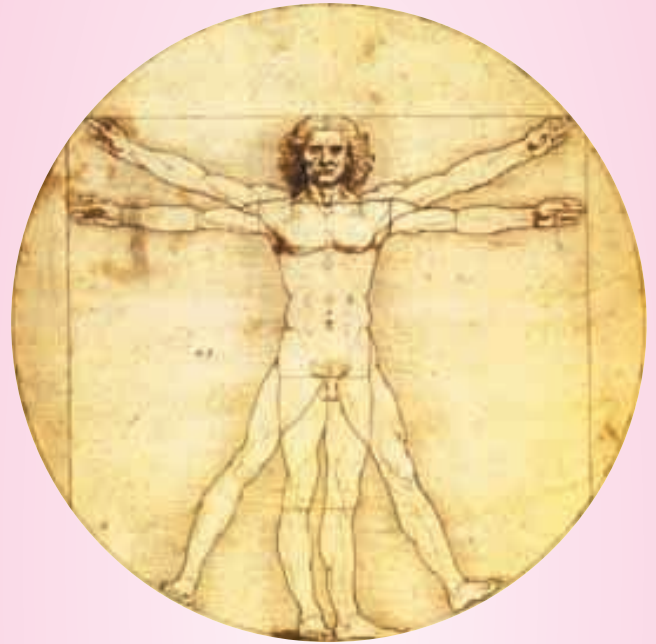
Keith took on the responsibility of The Canadian Independent Adjuster in 1976, even getting down on his hands and knees to do the layout for the printer. Eventually this burden was removed, but Keith continued as Editor, writing interesting and timely editorials from 1976 to 1985. In 1986 He received the designation 'Chartered Loss Adjuster' at the annual conference in Victoria, BC.

While serving as Education Chairman, from 1992 to 1995 Keith recognized the need to update the Association's qualification programme in order to keep pace with advancements in the adjusting profession. A task force on professional qualifications, spearheaded by Keith, proposed major revisions to maintain currency and credibility in the profession and the new professional designation known as CLA, (Chartered Loss Adjuster) was born.

Having served as First Vice-President and Second Vice-President, Keith was elected CIIA's National President in September 2002 and it was through his diligent efforts that independent adjusters in Canada were granted special status under the then new Privacy Legislation.

The CIIA'S President, Jim Eso, in investing Keith with the accolade of Honorary Life Member, said, "Keith has provided invaluable support and expertise to CIIA. His works have impacted greatly on the development and attainment of the Association's goals. The adjusting fraternity is proud to have you as a representative symbol and we applaud your excellence and unselfish contributions. I am honoured to present an Honourary Life Membership to one of our finest, talented, and accomplished members, who has produced valuable results for his professional organization and peers".

Fuedi Seeks Leonardo Funding



FUEDI is seeking funding under the EC's Leonardo da Vinci programme with a view to improving claims handling skills across the European Union.

The initial application for funding this project, was submitted to the EC at the beginning of October, was successful and now goes to a "second stage" application in February. The project parameters are aimed at assisting trans-european co-operation between partners in training programmes within different member states.

The Commission will pay particular attention to proposals which aim to develop new approaches to lifelong learning, the trans-national dimension of the implementation of employment guidelines (including equal opportunities) and the development of generic skills aimed at the application of new technologies and the environment. This will include the development of availability of training materials online.

Leonardo makes available funding for projects of up to 75% of total project costs, the balance being provided by the partners to the project in kind. FUEDI, if successful will achieve funding in the region E300,000.00

In order to comply with Leonardo rules the CIIA is leading the project supported by member associations in France, Denmark, Germany, Italy & The Netherlands.

"World at Risk"

featured at the UK Insurance & Financial Services Conference 2004

President of the CILA Andy King not only gave the welcoming speech on the last day of this year's CII Conference held in Birmingham but chaired what many delegates considered the best session of the two days, the panel discussion "Terrorism - are we prepared?"

The extremely impressive panel consisted of Nick Chown, Director of Risk Management, Metropolitan Police; Steve Fowler, Executive Director IRM; Jerry Komisar, Senior Vice President Business Information Group, AIG and ex CIA Director; Jane Milne, Head of Household Property, ABI; Harry Roberts, Product Assurance Technical Director, Cunningham Lindsey (UK); David Williams, Claims Director, Axa and Max Maxwell from the Civil Contingencies Secretariat which is part of the Cabinet Office.

Komisar with his wealth of world experience of the terrorist problem, started by giving a very depressing overview. Although there had been some success in the war against terror he doubted whether any group now had the capability to launch a 9/11 spectacular, even though they had not stopped 400 terrorist attacks (outside of Iraq) in the last two years claiming over 1,000 lives. He pointed out that there were international, regional, local and lone wolf threats. There was also the threat of complacency after any sustained period of inactivity. Pressure from authorities had forced would be terrorists to seek out softer targets than government and military sites which meant businesses, especially those with any US or international profile, in the oil industry or aviation were particularly vulnerable. It was important that business increased its defence capabilities and totally understood the risks facing it today and for the foreseeable future.

Max Maxwell said that the government was trying to join up the various local regional and national response agencies and plans. Its views on combating the disruption caused by any major terrorist outrage had a large overlap with its plans for responding to foot and mouth, wide spread flooding and other major events which could radically disrupt the country. New legislation was being prepared which would make it mandatory for local government to have business interruption and contingency plans in place and these would be audited regularly.

Jane Milne of the ABI pointed out that the various trade bodies within the industry had got together to work out their response and to make sure that lines of communication were ready and understood.

David Williams of Axa felt that although his company was



prepared for a major terrorist outrage he had his doubts about other companies and the industry. There is also a major problem with insurers and any terrorist damage. The problem of access. Since lives are put way ahead of property, the emergency services do not let claims managers and adjusters have access for weeks and sometimes longer. It was important that there was more data sharing on the subject, however this was easier said than done because of FSA regulations about data protection.



Jerry Komisar, Senior Vice President Business Information Group, AIG

GLOBAL EVENTS - 2005

1 FEBRUARY

CICMA/CIAA 31st Joint Conference
Metro Toronto Convention Center
Canada

27 APRIL

IFAA AGM - London
UK

28 APRIL

CILA AGM - London
UK

4 - 6 MAY

Australasian Claims Convention
Novotel Manly Pacific Hotel
Australia

4 - 6 MAY

NAIIA Convention
Palm Springs
USA

25/27 MAY

FUEDI Congress/General Assembly
The Hague
The Netherlands

25 - 27 SEPTEMBER

UK Insurance & Financial Services Conference
QE2 Conference Centre - London
UK

Outline of IFAA Core Competencies

All Loss Adjusters who are members of IFAA associations have displayed evidence of holding the following competencies:-

Plan and implement loss investigation:

- Receive and verify instructions from client
- Establish relevant facts
- Plan and implement a loss investigation
- Preserve evidence
- Liaise with authorities
- Verify and document information
- Identify and appoint necessary specialists if required

Evaluate collected information requirements:

- Determine whether loss is covered by insurance or other criteria
- Apply and analyse established facts
- Determine extent of loss/damage/injury
- Establish recovery rights

Report findings and provide guidance to involved parties:

- Report findings
- Provide interim information and guidance regarding salvage/disposal to involved parties

Negotiate and effect settlements:

- Make preparations for negotiations
- Call and/or attend meetings with involved parties
- Represent clients in cases where dispute arises

Provide ancillary services:

- Provide guidance in prevention of similar, future losses
- Provide guidance on the application of risk management techniques where appropriate

For further details refer to the IFAA member in your area at www.adjustersworldwide.org

THE IFAA MISSION

To promote the role of Loss Adjusting Associations and their Members in creating a positive business environment.

To inform and influence public policy.

To support Members with appropriate services.

To disseminate best practice and increase the professionalism of Loss Adjusting Associations.

In pursuing this mission it is recognised that national associations must be allowed to act in their best interests, without having to consult the International Federation.

However, it is in the continuing interests of the profession and all related disciplines that, as a collective group within the insurance industry involved in claims, the Federation could, whenever possible speak with a single voice and form a position of collective strength.

MEMBERSHIP OF THE IFAA

Member Association	Country	President	Contact Details
Australasian Institute of Chartered Loss Adjusters	Australia & New Zealand	Andrew Thomas	Tel: 617 3229 6663 • Fax: 617 3221 7267 E-mail: adminoffice@aicla.org
Canadian Institute of Chartered Loss Adjusters	Canada	Carol Messervey	Tel: 1 416 621 6222 • Fax: 1 416 621 7776 E-mail: ciaa@netcom.ca
FUEDI	Europe	Mark Vos	Tel: 31 10 242 6888 • Fax: 31 10 242 6886 E-mail: fuedi@fuedi.org
The Loss Adjusting Association of Japan	Japan	Ken Takahashi	Tel: 81 3 3254 6454 • Fax: 81 3 3254 6064
Association of Malaysian Loss Adjusters	Malaysia	Leong Yee Fook	Tel: 60 3 9281 6615 • Fax: 60 3 9287 1992 E-mail: amlasec@pd.jaring.my
The Institute of Loss Adjusters of Nigeria	Nigeria	Sammy Sotomi	Tel: 234 1 840367 E-mail: precision@hyperia.com
Institute of Loss Adjusters of South Africa	South Africa	Alan Jacks	Tel: 27 11 782 3968 • 27 11 782 9538 E-mail: admin@ilasa.org.za
The Chartered Institute of Loss Adjusters	UK	Andy King	Tel: 44 20 7337 9960 • Fax: 44 20 7929 3082 E-mail: info@cila.co.uk
National Association of Independent Insurance Adjusters	US	Tom Moss	Tel: 1 312 853 0808 • Fax: 1 312 853 3225 E-mail: assist@naiia.com

Contributions for the next issue of Adjusting World to the editor, Graham Cave at e-mail: info@cila.co.uk