

# Hobart venue for 2003

Hobart, Tasmania, is confirmed as the venue for the next AICLA conference, which will be combined with the International Federation of Adjusting Associations' annual general meeting.

The conference will be on Wednesday, April 23, and Thursday, April 24, 2003. Registration will open on Tuesday and there will be a cocktail function to welcome delegates on Tuesday night. A pre-conference golf day is also scheduled for Tuesday.

The conference follows the Easter break, and, with Friday, April 25, being Anzac Day, delegates and their guests will have the opportunity to spend time before and after the conference in Tasmania.

The venue is the Wrest Point Hotel-Casino complex, and the theme is "What's Next?"

Conference chairman Nick Ackers says the conference is still in the planning stages, but two streams are planned — liability and climatic change.

With the CSIRO marine laboratories, which measure changes in the sea temperatures, based in Hobart, the conference will include a site visit and CSIRO speakers.

Guest speaker for dinner on the Thursday night is Robyn Moore, the voice behind Blinky Bill, and a long-time enthusiastic resident of Tasmania.

At the last IFAA AGM, in Paris in April, AICLA president Leo Fluittsma was confirmed as the new IFAA president

and was successful in convincing fellow member associations that the AGM location ought to be in the president's home country.

The meeting also saw Japan and the International Institute of Loss Adjusters accepted as members of the IFAA Representatives of most of the 11 member countries, including the European Union, are expected to come to Tasmania next year for the AGM. Representatives from the United States, Canada, Japan, South Africa, Great Britain, Malaysia and Singapore have indicated strong interest already.

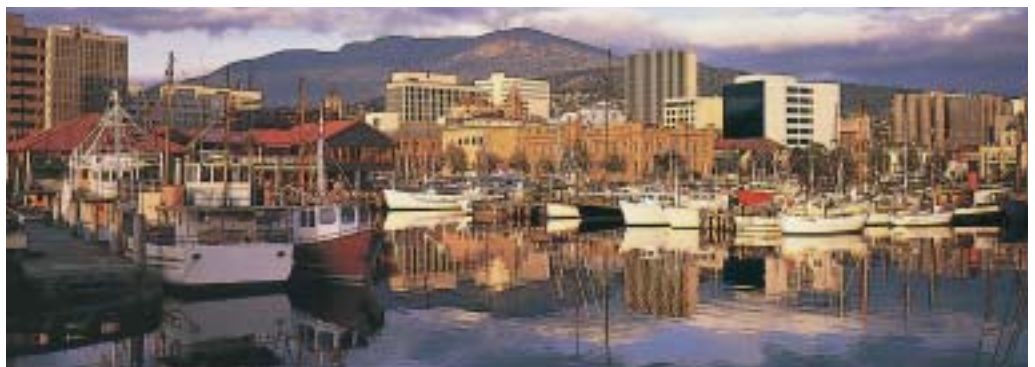
Mr Fluittsma said the AGM was very successful, with the IFAA moving positively towards becoming an increasingly global organisation.

One issue for discussion in Hobart will be the establishment of core competencies for loss adjusters.

All member organisations have been given copies of the AICLA competencies document, and it is expected that this may form the basis for discussion on establishing core global competencies.

Mr Fluittsma said the benefit was that, if an adjuster in, say, Australia, wanted to use an adjuster in, say Canada, he/she would have an understanding of the foreign adjuster's skills and abilities through knowledge of his/her compliance with the core competencies.

For further conference details and booking form please e-mail: [sandrakemp@bigpond.com](mailto:sandrakemp@bigpond.com)



# IFAA AGM in

# Paris



The Federation's Annual General Meeting, presided over by President Yves Legoux, was held in Paris on Thursday April 18th 2002. The President was delighted to welcome representatives from Australasia, Canada, FUEDI (Europe), Japan, Malaysia, Nigeria, Southern Africa, United Kingdom and the United States of America.

The members present were pleased to elect two new associations to membership, The Loss Adjusters Association of Japan and the International Institute of Loss Adjusters. Michiyoshi Suzuki, President of the Japanese Association thanked the meeting for his association being given the opportunity of joining the IFAA and look forward to future co-operation in its ideals.

Other items discussed were the establishment of minimum core competency levels of education across the membership, an initiative which will be enthusiastically pursued.

The new IFAA website was launched, carrying links to all associations and details of their membership. The website can be visited at [www.adjustersworldwide.org](http://www.adjustersworldwide.org)

There was considerable discussion on the progress of regulatory requirements across the world and the need for member associations to co-operate with each other with exchanges of information.

The meeting concluded with the appointment of the Australasian Institute of Chartered Loss Adjusters (AICLA) as President represented there by Leo Fluitsma, its President.

The next Annual General Meeting of the Federation will be held on 23rd April 2003 in Hobart, Tasmania. This would be encompassed within the AICLA's annual conference.



## *The LAAJ is establishing the Adjusting Skills College in 2003*

To add more value to the Association, the Loss Adjusters Association of Japan many years ago studied the feasibility of establishing a new educational body designed for training the adjusters who belonged to our membership, and set up a project team to realize this idea a couple of years ago. Since then, the team has researched how this educational body could be created and should function and at last will be drafting a final plan by the end of this year. The following is the outline of the ASC.

1. The name of the educational body is the Adjusting Skills College (ASC)
2. The object of the ASC shall be aiming at giving the adjusters high competency by training them comprehensively at school.
3. The scope of knowledge and skills to be learned through the ASC includes those necessary for practicing in the field of personal insurance claims adjusting as well as commercial insurance claims adjusting.
4. Curriculums provided by the ASC:
  - Insurance claims adjusting;
  - Insurance policies covering property and liability;
  - Laws related to liability insurance claims handling;
  - Methods of investigating the cause of fire;

- Methods of investigating the cause of water leakage at condominiums and buildings;
  - Negotiations;
  - Appraisal of housing;
  - Assessment of housing loss or damage;
  - Assessment of damage to plumbing;
  - Assessment of damage to electrical wiring and air conditioning;
  - Assessment of damage to furniture and household effects;
  - Assessment of loss of or damage to merchandises;
  - Loss of business interruption;
5. Qualification for enrolment:  
Adjusters who practiced adjusting work for 3 years or more are qualified to enroll.

Here in Japan after liberalization of non life insurance, insurance companies have consolidated to overcome a fierce competition in their industry, and from the viewpoint of cost efficiency are developing a tendency to appoint more qualified adjusters than ever in the area of claims handling.

To cope with this tough situation, we hope that the opening of the ASC could be of much assistance to our members in their adjusting business.

# CIAA National President's Report

When I say that this has been an eventful year I am not expecting any rebuttal.

Given the business pressures faced by our members it is perhaps not surprising that they have confronted us to demonstrate our worth and relevance. When we looked at the issues this year it became apparent that the organization whose predecessor was founded about a half century ago was not today fully addressing the demands expected of it.

I am pleased to say that with a strong National Executive and with the help of members of the Advisory Committee we have a strategic plan that will be unveiled at the annual convention in Deerhurst. The plan was developed as a result of the numerous suggestions received in person, by mail or at focus group meetings.

The challenge for our association is to be relevant, not only for a membership that is geographically diverse and remote, but also divided by size. We believe the plan we will be submitting will target these competing and sometimes conflicting demands.

The end result must be an association that represents the vast majority of independent adjusters, whose members are recognized as the preferred provider of adjustment services through demonstrated high standards: all of this to be done at minimum cost in terms of both membership dues and volunteer time.

Serendipitously the previous development of the CILA exams, the earlier application for designation as an Investigative Body under the Personal Information Privacy and Electronic Documents Act and the further development of ties with the Canadian Insurance Claims Managers Association will, I believe, add depth and breadth to the changes now proposed.

It is a significant challenge but with the strength on our National Executive and the talent in the Regional organizations, I am convinced that it can be done.

I am extremely grateful for the tireless enthusiasm of our Executive Director, Pat Battle without whom much of this could not have been achieved. A special thank you to Ann Wolochatiuk who seems not so much to have retired but to have changed desks and to (new mother) Mina Cerulli. I should also mention Paul Hancock, our past president, who has freely offered his kind counsel for which I am very grateful.

To Arnold Pike, my successor, I know he is up to the task and I wish him well. Thank you for the opportunity you gave me to serve you as National President.

Respectively submitted.

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

## CIAA Executive unveils an ambitious strategic action plan at their AGM in September

Incoming 2002/2003 National Executive for the Canadian Independent Adjusters' Association have their work cut out for them following the recent unveiling of CIAA's ambitious strategic action plan at their annual meeting held in September. The plan is a direct result of members' expectations identified through a variety of forums during President Keith Edwards' term. It includes increasing representation across the country, reduced annual membership fees, additional value added benefits and services, stronger industry relations and more effective promotion of members' professional values and standards, and more.....

# AICLA Profile

1 January 1997 saw the birth of the Australasian Institute of Chartered Loss Adjusters (AICLA).

The organisation had a rich heritage. Its "parents" were three Institutes in Australia and New Zealand with long and proud traditions:

Australian Institute of Loss Adjusters (AILA)

Chartered Institute of Loss Adjusters Australasian Division (CILA)

Institute of Loss Adjusters of New Zealand (ILANZ)

There were various moves to bring these institutes together with a number of powerful reasons for this.

Many people in the industry could not understand why a relatively small profession should be represented by more than one institute. Industry and government bodies made it clear that they would find it more effective to deal with a single representative. As well as this, economic rationalists within the profession realised that resources could be better directed if there were a single infrastructure rather than multiple administrations.

The reasons became even more powerful when the challenges facing the profession were considered. Technological change and some claim management philosophies were leading to the development of new processes which mean that many adjusters would have to change to remain relevant.

At this time of change, there was a clear need for the profession to be represented by a strong, united voice. It also needed a clear focus, which was outward rather than inward.

The case for a united body was compelling and in the end members voted overwhelmingly for the union.

Education has been paramount and is essential to underpin any professional body. AICLA in conjunction with Australian and New Zealand Institute of Insurance and Finance (ANZIIF) has developed an Australian Qualifications Framework course built on carefully developed loss adjusting competency standards.

The AICLA education program leads to a Diploma in Financial Services (Loss Adjusting).

In any profession, competence and success depend on more than mere academic qualification. AICLA recognises this: membership at levels of Associate and Fellow also require the practical experience, which is an indispensable part of competence. AICLA also recognises the importance of education as a life-long experience with its commitment to a Continuing Professional Development - CPD program for qualified members. Associates and Fellows who maintain CPD accreditation are eligible to use the designation "Chartered Loss Adjuster".

AICLA is incorporated under Australian law, which gives it the flexibility to respond in a rapidly moving industry. At the same time, it is committed to developing strong relationships with other loss adjusting bodies around the world.

## CILA – Annual lunch speech

*George Moss*

A number of people have asked me for the theme for the year. I am averse to 'themes' - the CILA put a stake in the ground two years ago with its strategic review and my job has been to translate the concept into delivery. This can be described in three ways:

Relevance - remember our core values of examination, education and professional standards and ensure that what we do is relevant and useful for our members and that we communicate them effectively.

*Continued on page 4*

Continued from page 3

Output - doing what we say we are going to do.

Issue-led - we need to prioritise issues as they arise and use the Institute's resources to maximum effect.

The main issue which affects probably everybody in this room today is 'Regulation'. It will be with us in 2004 at which time proper processes must be in place and employers should have developed a compliance culture within their firms.

On the back of the whole regulatory issue, we have been having positive discussions with the CII about how we can collaborate more in this increasingly regulated environment. We're looking at the possibility of a joint conference in 2003 or 2004. I think it's a good concept but the CILA may have its own view. I should stress that to comply with Charter requirements for the election of officers in a given time period we have already arranged our own conference for April next year.

I should also mention that we are looking at the possibility of some joint badging and marketing of the SCT exams. The Society continues to develop and there is no doubt that it has identified and is filling a gap in the market.

We are reviewing the CILA examinations to ensure that the syllabuses and methodology are up to date without in any way

diluting the qualification. We are supporting the continuing development of both FUEDI and the IFAA. Both bodies are showing real progress.

There is one thought I would like to leave you with.

We all know that market conditions are challenging and whilst we cannot protect anyone from business pressures I did chance upon some information recently which should give us cause for optimism.

Every six months 11 well known insurance companies commission market research which they share amongst themselves confidentially. Part of the market research is on loss adjusters and the policyholders were asked three questions:-

- the manner of the loss adjuster
- the helpfulness of the loss adjuster
- the time taken between reporting the claim and first contact from the loss adjuster.

I visited an insurance company recently and using the old adjusting skill of reading documents upside down, I am happy to tell you that the scores were excellent and continued an upward trend.

So let's be proud of what we have achieved and continue to work towards superior service.

## 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

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