

The International Federation of Adjusting Associations (IFAA), of which the Canadian Independent Adjusters' Association (CIAA) is an active member, held the second **Regional Claims Conference** at the AXA University Campus in Singapore on Nov. 9, 2010. The one-day symposium drew participants from around the world to discuss The Claim Life-Cycle.



IFAA president and conference organizer **Paul May** of **Concordia Consultancy** (right) stands with **Fred Plant**, CIAA's sponsored delegate (left) and Chartered Institute of Loss Adjusters President and conference presenter, **Andrew Home-wood**. ●



The International Institute of Loss Adjusters (IILA) held its annual general meeting in Singapore on Nov. 8, 2010. Elected to the Institute executive for the 2010 - 2011 term were, left to right: **Brent Demnar**, immediate past president (**Agri Business Consulting Group Pty Ltd**, Brisbane, Australia); **Tom Moss**, secretary (**Tenco Services, Inc.**, Nashville, Tenn.); **Ted Wheeler**, director at large (**National Adjusters Partnership**, Sydney, Australia); **Fred Plant**, first vice president and treasurer (**Plant Hope Adjusters**, Atlantic Canada); **Hakan Ileri**, second vice president (**Ileri Sigorta Eksperligi Ltd**, Izmir, Turkey); and **Michael Hale**, president 2010-2011 (**Carter Insurance Claims Service, Inc.**, Tustin, Calif.). The 2011 AGM will be held in Queenstown, New Zealand in October 2011. ●

Members of the **International Institute of Loss Adjusters (IILA)** gathered in Singapore in November for the Institute's Annual General Meeting and to attend a seminar on The Claim Life-Cycle hosted by the **International Federation of Adjusting Associations (IFAA)**. Canadian litigation lawyer and umpire, **Larry Gilbertson** (second from right), chats with IILA Australian members, (l to r), **Ted Wheeler**, **Brent Demnar** and **Leo Fluitsma** during a seminar break.

Photo: Louise May Photography



Greg Thierman, branch manager of **Crawford & Company (Canada) Inc.**'s Kelowna, B.C. branch, is a recipient of the **CIP Society's 2010 Established Leadership Award**.

The award recognizes individuals who have shown exceptional leadership abilities and a strong commitment to upholding the CIP's tenants of imparting knowledge and instilling professionalism within the insurance industry.

Thierman is one of only three recipients to be named this year.

"Greg has been a lifelong advocate of continuous learning and development, and the CIP Society has now officially recognized his success as a student, instructor and leader in the industry," said **Walter Waugh**, vice president of operations for Western Canada.

"His work with charities and fundraising for worthy causes is exemplary." ●