



Adjusting World

"The representative voice of Loss Adjusting around the world"

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“Loss Adjusters are fantastic at first response” - Candy Holland, CILA President

The London IFAA 5th Educational Conference held on the 6th June was an industry success with speakers from the London and the Global Insurance Market sharing experiences, discussing the future for claims and identifying the upcoming challenges. Communication has never been more important - or complex - when dealing with catastrophe claims. Speakers included Phil Godwin, Senior Claims Manager at Lloyd's of London “This is the communication age, we need to be very alert to the demands this places on us when dealing with catastrophes. For instance, we need to factor in how we will deal with social media which has grown in importance in the last few years”.

Felipe Hoetz, IFAA's new President, representing ALOSI in Chile, underlined this from his experience of the recent severe earthquakes in his country. He said the Chilean Insurance Association quickly realised the key role social media would play in communicating with those who were affected. Therefore it set up a team to monitor the main social media channels and respond using them.

The complexity of the communication challenge was a key theme for the afternoon panel session. Spencer Clark, MD of Concordia Chartered Loss Adjusters identified several national and international political challenges faced by adjusters and insurers responding to catastrophe claims. Mike Jones, COO of GAB Robins, said that the way the recent UK floods developed a political dimension made them very different to other major claims in the UK. The London riots of 2011 had thrown up another communication challenge, that the insurance industry needs to deal with better said Jonathan Clark, Head of Business Solutions and Syndicate Claims at SCOR UK. “There are 26 languages spoken in Tottenham where the riots started and insurers sent people who were fluent in just one of them”

The President of CILA, UK & Ireland, Candy Holland stressed the need for effective communication through the duration of a claim: “Loss adjusters are fantastic at first response and most people really appreciate that. From the policyholder's view when the claim progresses they must feel that they are not left out in the cold. We need to ensure the communication remains very good all the way through the claims process”.

For photographs of the conference please visit www.theifaa.net/london2014

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The latest tweets from @TheIFAA on Twitter

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David Worsfold @DavidWorsfold @TheIFAA You've been quoted in my #Storify story "International Insurance Adjusters Share Cat Expertise" <http://sfy.co/qXV0>



IFAA @TheIFAA
All presentations & photos will be online next week at <http://www.theifaa.net/london2014>
#ifaalondon2014

IFAA @TheIFAA
Thank to all who attended & supported yesterday's Conference. It was a great day. #ifaalondon2014

Retweeted by IFAA
David Worsfold @DavidWorsfold Some Thai factories covered machinery in oil as floods rose, making restoration much easier and more successful #ifaalondon2014

Retweeted by IFAA
David Worsfold @DavidWorsfold Restoration has advantages but with complex machinery there are issues about how well it will work and for how long #ifaalondon2014

Retweeted by IFAA
David Worsfold @DavidWorsfold Insurers could pay twice if complex machinery fails after restoration, once for restoration and then for new kit - Courtney #ifaalondon2014



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www.twitter.com/theifaa

IFAA Executive Board for 14/15

In June 2014 the IFAA AGM was held in London. SLALA, Sri Lanka, represented by Nihal Bogahalande had a very successful presidency and handed over the reins to ALOSI, Chile, represented by Felipe Hoetz. CIAA, Canada became Deputy President, who are being represented by CIAA Past President, Fred Plant.

"ALOSI would like to thank the IFAA member associations for having selected us as President of the IFAA. During our presidency, our efforts will focus on sharing information, promoting educational initiatives and attracting new members. Our recent experience may be of assistance. After the 2010 earthquake, Chile signed a Memorandum of Understanding with Lloyd's and hosted the 2013 and 2014 "Chile Insurance Day" in London and Miami, respectively. In addition, Chile is currently elaborating a comprehensive Seismic & Tsunami Risk Map and will host the 2015 FIDES Hemispheric Insurance Conference." - Felipe Hoetz

President's email: president@theifaa.net



Photo of the new IFAA Executive Board. From left Paul May, IFAA Director at Large. Felipe Hoetz, ALOSI, IFAA President. Nihal Bogahalande, SLALA, Past President. Fred Plant, Deputy President.

Events

ALOSI International Seminar on Regulation and Supervision of Market Conduct

ALOSI has been invited to a panel with the Chilean Association of Insurers and the Chilean Association of Insurance Brokers. Santiago, Intercontinental Hotel on July 22 – 25. There will be simultaneous translation (English-Spanish). There will be presentations by Chile's Securities and Insurance Superintendence, The National Association of Insurance Commissioners (NAIC) and The Latin American Association of Insurance Commissioners.

IFAA support the Asia Insurance Review Annual Catastrophe Conference

To be held on 4th and 5th September in Jakarta on the theme 'Measuring the Risk Pulse of the CAT Market.'

- IFAA Director at Large, Paul May will be speaking at the event on the subject of 'Key Issues in Achieving Prompt and Fair Settlement of Industrial and Commercial Claims Arising From Catastrophe Events'
- Programme available [here](#)
- All members of the IFAA member associations are eligible for a 20% discount. To obtain your unique 20% discount code please email sec@theifaa.net

IFAA 6th Educational Conference

Plans are advancing for the next conference to be held in Miami in January or February 2015. Intended to support the current 'Americas' profile of the IFAA's President, Chile and Deputy President, Canada, the event will focus on issues specific to South and North America. Simultaneous Spanish - English translation facilities will be provided. To receive information direct to your inbox as soon as it's available please email sec@theifaa.net to communicate your interest. Sponsorship and speaker slots are available.