



# Adjusting World

"The representative voice of Loss Adjusting around the world"

## 9<sup>th</sup> IFAA Educational Conference – What the London Market expect from International Loss Adjusters - London - UK

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12<sup>th</sup> Educational Conference - Moscow - Russia - September 2017

### NEW ASSOCIATIONS

AMASAC, Mexican Loss Adjusting Association, joined the IFAA.

On 13<sup>th</sup> of October the IFAA held its 9<sup>th</sup> Educational Conference in London on *What the London Market expect from International Loss Adjusters*. The event was hosted by the IFAA Director at Large, Paul May, and it was a full house attended by over 60 Delegates from 16 Countries.



From right to left, sitting, Paul May (IFAA Director), Victor Duarte (ILA President) and Patti Kernaghan (IFAA Past President) together with Delegates from UK, Russia, Japan, USA, Italy, Ecuador, Uruguay, Bolivia, Kenya and India.

Mr Jonathan Clark, Chartered Institute of Loss Adjusters (CILA) President and Head of Business Solutions and Claims at SCOR Global P & C, explained that insurers need to make quick decisions about mitigation, restoration, repair and quantum and adjusters must help in that process.

Mr John Hurrell, CEO of the Association of Insurance and Risk Managers (AIRMIC) described how technology is empowering policyholders and their insurers.

Mr Hurrell, described how the insurance industry remains focused on insuring the 20% of major corporate assets, which are physical, when 80% of market value of

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market value of S&P/FTSE companies is now intangible assets.



John Hurrell, CEO of AIRMIC, during his presentation.

Mr Philip Godwin, Head of Claims of Lloyd's, explained how technology is changing the claims process, especially when access is limited. He also emphasized the importance of data and analytics.

Mr Vlad Prykmeta, RGL Forensics' Senior Manager, gave a paper on how to achieve certainty as world gets more uncertain.

Dr Andrew Moncrieff, Managing Director of Hawkins, expressed the relevance of speed of action for forensic scientists as the information they can obtain by talking to witnesses after the incident occurred can be vital. Mr Moncrieff stressed the importance of having a local agent in order to work in a foreign country.



Andrew Moncrieff, MD of Hawkins, before starting his talk.

Mr Paul Handy, Head of Global Services at Crawford & Co, described how adjusters rely excessively on claims which due to preventive measures will decline. Loss Adjusters need to generate income by creating value propositions.

There were two panels during the day which provoked intense debates among the Delegates. The first panel focused on how to add value in claims processes. Jonathan Clark, Philip Godwin and David Eacott, Head of Claims at Ed Broking, were the panellists.

The members of the second panel were Brent Demnar, Managing Director of Agri Business Consulting Group, Australia, Patti Kernaghan, CEO and President of Kernaghan Adjusters, Canada, Kazuyoshi Nagamatsu, CEO of Nagamatsu Inc, Japan, and Rosie Chopra, formerly Senior Claims Manager at Beazley, UK.

You can download all presentations and watch the videos by clicking on this [link](#).

A review of the conference by experienced insurance commentator, David Worsfold, is at this [link](#).

## 10<sup>th</sup> IFAA Educational Conference – Economics and Business Interruption - Madrid - Spain

On 22<sup>nd</sup> October the IFAA held its 10<sup>th</sup> Educational Conference in Madrid, Spain, on Economics and Business Interruption. The event was hosted by the IFAA Present, Santiago Calzado, and it took place during the General Assembly of APCAS, Spanish Loss Adjusting Association. There was an audience of over 150 Loss Adjusters from all over Spain.

The IFAA Secretariat gave an introductory talk to inform Spanish Loss Adjusters about the benefits of being a member of the IFAA and encourage them to participate in the activities that the IFAA organises.

Harriet Bateman, RGL Forensics, gave a talk on the impact macroeconomics can have on the calculations for business interruptions.



Harriet Bateman, RGL Forensics, talking to the Spanish audience

### Future Events

There are two Educational Conferences planned for 2017:

- 11<sup>th</sup> IFAA Educational Conference-London-UK-June 2017- Brexit, implications for claims handling.
- 12<sup>th</sup> IFAA Educational Conference-Moscow-Russia-September 2017.

If you would like to receive more information about these events please email us at [sec@thefaa.net](mailto:sec@thefaa.net)

### New Member Associations

We are delighted to let you know that AMASAC, Loss Adjusting Association from Mexico, joined the IFAA. You can get detailed information of every IFAA Member Association at this [link](#)



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