



# Adjusting World

*"The representative voice of Loss Adjusting around the world"*

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It has been a very busy time at the IFAA organising Educational Conferences in different countries. During the last year the following conferences took place:

- 6<sup>th</sup> IFAA Educational Conference, Miami, USA, 19<sup>th</sup> May 2015
- 7<sup>th</sup> IFAA Educational Conference, Toronto, Canada, 20<sup>th</sup> August 2015
- 8<sup>th</sup> IFAA Educational Conference, London, UK, 12<sup>th</sup> November 2015

And these are the Conferences planned for 2016:

- 9<sup>th</sup> IFAA Educational Conference, London, UK, 13<sup>th</sup> October 2016
- 10<sup>th</sup> IFAA Educational Conference, Madrid, Spain, 21<sup>st</sup> October 2016

It was a pleasure seeing you at these events and we hope to see more IFAA members and guests in 2016.

Should you require any further information about the 2016 conferences please contact us at [sec@theifaa.net](mailto:sec@theifaa.net).

### Patti Kernaghan – IFAA President

We are delighted to welcome Patti Kernaghan, CIAA (Canadian Independent Adjusters' Association) as our President.



Education and professional development are important to Patti. She studied International relations at the University of BC, is a Fellow Charter Insurance Professional under seal of Insurance Institutes of Canada and holds a Canadian Risk Manager diploma. Patti has also completed Executive Programmes through the Faculty of Commerce and Business Administration at UBC. Patti's insurance Industry activities are many and varied including past President of the Canadian Insurance Adjusters Association. To see Patti's full profile please click [here](#)

### APCAS (Spanish Loss Adjusting Association) joins the IFAA

We are very happy to announce that APCAS has become a new Member Association of the IFAA.

## The IFAA Past President Report –Felipe Hoetz, ALOSI, Chile

2015 began with interesting industry news, for example, in the UK, the Insurance Bill 2015 received royal assent on February 12, becoming law as Insurance Act 2015. By overhauling certain fundamental areas of UK insurance law it applies to both insurance and reinsurance contracts. The reforms will come into force in August 2016, giving the industry a period of 18 months to prepare.

In addition, at the third UN World Conference on Disaster Risk Reduction in Sendai, Japan, the trend of growing economic losses from global natural catastrophes by looking at nearly 20 years of historical events was examined. AIR\* normalised these losses based on today's conditions including changes in population, wealth, and urbanisation of catastrophe prone areas, finding that they oscillate around a baseline value of US\$240 billion. According to preliminary results of this catastrophe modelling study, this figure is expected to triple to US\$750 billion over the next 15 years. These examples highlight the importance of preparing ourselves via educational activities such as IFAA's 6<sup>th</sup> Educational Conference on Catastrophe Claims. On this occasion, the focus was on Latin America and we chose Miami because it has become the regional hub for the Latin American re/insurance market. Delegates benefited from the wide range of experts and networking possibilities. It was our pleasure meeting you there!

\* a recent study presented by the Boston-based firm AIR Worldwide, a provider of risk modelling software

## 6<sup>th</sup> IFAA Educational Conference – Catastrophe Claims with focus on Latin America - Miami - USA



On 19<sup>th</sup> May 2015 the IFAA held its 6<sup>th</sup> Educational Conference in Miami on *Catastrophe Claims with focus on Latin America*. The event was hosted by the IFAA president Mr Felipe Hoetz, from ALOSI in Chile, and was attended by numerous delegates from several countries from South and North America.

The Chartered Institute of Loss Adjusters (CILA), from the United Kingdom, was also represented by its Executive Director, Mr Malcolm Hyde.

The level of the speakers and panellists was truly exceptional and contributed to make this international forum a great success.

It was an excellent opportunity for Loss Adjusters from different countries and professional backgrounds to interact in a friendly environment.



From left to right, Felipe Hoetz (IFAA President), Malcolm Hyde (Executive Director of CILA), Roberto Quintana and Juan Lopez (both from Quintana, Donoghue, Lopez and Associates)

We would like to thank all the delegates who attended this event as well as our sponsors and supporters for making our educational conferences possible.

You can download the presentations by clicking [here](#).

## 7<sup>th</sup> IFAA Educational Conference—Property & Casualty... Technology & Trends 360 -Toronto - Canada

This Conference was organised in collaboration with the CIAA (Canadian Independent Adjusting Association). For more information please visit their website <http://www.ciaa-adjusters.ca>

## 8<sup>th</sup> IFAA Educational Conference—Claims Advocacy- London-UK

On 12<sup>th</sup> November the 8<sup>th</sup> IFAA Educational Conference on Claims Advocacy took place. The event was hosted in London and was attended by adjusters, technical specialists, brokers, claims managers, loss assessors and insurers from several countries.



Patti Kemagahan – IFAA President – welcomes delegates

Paul May – IFAA Director at Large – introduces the theme of the day

Patti Kernaghan, IFAA President, and the IFAA Director at Large, Paul May opened the conference by welcoming the delegates and thanking our Sponsors for their support. Paul May emphasised the difference between a Claims Advocate and a Loss Adjuster.

The keynote speaker was John Parker from the Financial Conduct Authority who discussed in detail the recent review of SME insurance claims. You can have access to his presentation by clicking [here](#).

Nick Coffey, Director at INDECS Consultancy, talked about why assureds in the energy market use consultants. Mr Coffey stressed the importance for claimants to have an expert working for them in complex energy market claims. If you would like to read his presentation please click on this [link](#).

Malcolm Hyde, Executive Director of the Chartered Institute of Loss Adjusters, explained why claims advocates have achieved such an important role for policyholders who have to make a claim. To view his presentation please follow this [link](#).

Angus Tucker and Candy Holland, of the CILA Claims Presentation SIG, gave the audience examples of cases they had worked on, what the expectations of the policyholders were and how they managed them. You can have access to their presentation by clicking [here](#).

Joe Aldous, RGL Forensics Partner, gave a paper on "Subjectivity of Claims Numbers". You can download his presentation by clicking on this [link](#)



Santiago Calzado, IFAA Deputy President, gave the audience an insight into the strictly regulated claims process that is followed in Spain. You can have full access to his presentation by clicking [here](#).

Neal Courtney, PT&C LWG, presented about options for equipment and reducing business interruption. To have access to his presentation please click [here](#).

During the day there were two panel sessions that provoked interesting debates about the role of Claims Advocates.

We would like to thank all the speakers and delegates who attended this event as well as our Sponsors and Supporters for making our Educational Conferences possible.

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



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