Annual Lunch Speaker

Hugh Dennis

Star of BBC 2’s hit topical panel show Mock the Week (now in its 6th series), and BBC1’s hit sitcom Outnumbered, Hugh Dennis began his performing career in 1985, as one half of double act “Punt and Dennis”. Regulars at London’s Comedy Store and Jongleurs, they soon moved on to Channel 4’s Saturday Live and teamed up with Jasper Carrott to appear on all three series of Carrott Confidential for BBC1.

The Mary Whitehouse Experience followed, running for 45 shows on Radio One, during which time it won the Sony Award for Best Comedy before transferring to BBC2 where it achieved instant success and a cult following, enabling them to embark on the national sell-out Milky Milky tour. They were then given their own Punt and Dennis show on BBC1. Hugh combined this with being one of the regular voice artists for Spitting Image, playing the part of Dr Piers Crispin in 6 series of My Hero for BBC1, and being a guest presenter for Have I Got News For You.

Hugh is also a regular voice on BBC’s radio network both writing and presenting Radio 4’s award winning comedy The Now Show (currently in its 25th series), Radio 2’s It’s Been a Bad Week and writing The Party Line (Starring James Fleet) for Radio 4 and BBC7.

Most recently Hugh and Steve Punt have toured their live show “Stuff and Nonsense” around the UK.

As a writer, his books include The Mary Whitehouse Experience Encyclopedia and The Punt and Dennis Instant Library. He is also a contributor to the Sunday Telegraph Review Section and along with Steve Punt and Nick Hancock he wrote Me, You and Him, a six part comedy for ITV.
At the beginning of 2012, the CILA set up a new internship programme to celebrate its 50th anniversary and what a success it has been!

Nearly 100 undergraduates from universities as far as Scotland, Northern Ireland and Southern England applied for one of six internships and many loss adjusting companies competed for this one-off, commemorative opportunity.

In May, six undergraduates were selected to work for four weeks this summer in paid employment with Concordia Consultancy Ltd, Crawford & Company, Cunningham Lindsey UK, GAB Robins, Merlin and QuestGates.

Malcolm Hyde, CILA Executive Director, said at that time: “We were delighted with the response to our internship programme which has helped to raise the profile of the profession as well as encourage new, young talent to consider loss adjusting and claims as a career.”

Initiative Support

Congratulations to all the successful undergraduates who had the right skill set, demonstrated a keenness in the loss adjusting profession and outshone the competition. And a big ‘thank you’ to the six loss adjusting companies who surpassed our expectations in their offerings and supported this initiative.

Mike Odell, Head of Training & Development at GAB Robins said: “As part of our commitment to bringing in and retaining new talent in the loss adjusting profession, we were looking to expand the methods for recruiting graduates onto our existing graduate development programme.

“The CILA internship provided us with a valuable opportunity to evaluate the benefits of this approach, and we were not disappointed. The calibre of the candidates put forward by the CILA was very impressive and our undergraduate, Tony Gallagher, was no exception (see opposite).”

A full review of the internship programme will be completed once all undergraduates have completed their placements.

Undergraduate Placements

- Gary Cheung from Warwick University worked in Concordia Consultancy Ltd’s London office
- Colin White from Glasgow Caledonian University worked in Cunningham Lindsey UK’s Glasgow office
- Anthony (Tony) Gallagher from University of Ulster worked in GAB Robins’ Brighton office
- Graeme Marshall from University of Central Lancashire worked in Merlin’s Bromborough office
- Milandra McGrath from Sheffield University worked in QuestGates’ Birmingham office.

Case study: Tony Gallagher

Undergraduate Tony Gallagher had a four-week placement in July in GAB Robins’ Brighton office...

What did you do on your placement?

I was involved in a wide range of activities relating to property claims, which I thoroughly enjoyed.

In my first week I was office based where I got to grips with the office technology, industry terminology, setting up claims, working on triage forms and completing the company’s own e-learning courses, which were particularly useful.

In my second week I had a more active role, reviewing adjuster files, appointing suppliers and going on a site visit. These activities helped me to understand the claims process.

More site visits followed in my third and fourth weeks which allowed me to understand the role of an adjuster
and surveyor and how they interlink – an area which I am particularly interested in. My meeting with the Executive Director of the CILA helped to clarify my professional qualification options.

Did you enjoy your placement?

I really liked the fact that I got to see how the whole industry worked as I shadowed many different people from various teams. I found the e-learning courses particularly useful as they gave me a feel for the jargon and the more technical aspects of insurance, which I had never come across before. And my colleagues made me feel very welcome and everyone offered me help when I needed it, which was nice.

What would you change about your placement, if anything?

Overall, I thought that the placement was great as there was a tremendous amount of variety and the people were friendly. I learnt most when I was out and about with the adjusters and so I would have liked to have spent more time out of the office during my placement.

Would you recommend loss adjusting to your friends?

I certainly would! Prior to joining GAB Robins I had no prior knowledge of the industry but after completing my placement, my opinion is a very positive one.

Chartered Loss Adjuster of the Year

This award is designed to recognise excellence amongst Chartered Loss Adjuster individuals working in the general insurance sector.

important dates

18 October 2012 | Stage Two Judging [Judging panel meet finalists]

04 December 2012 | Insurance Times Awards Night Chartered Loss Adjuster of the Year

attend the awards

4 DECEMBER 2012
BATTERSEA EVOLUTION, LONDON | 5PM - 2AM
Book your table at www.insurancetimes.co.uk/awards
Examinations - New Associates & Cert CILA Holders

Recent Elevations to Associate

Congratulations to the following members who have successfully completed the Accreditation for Chartered Status, gaining the ACILA qualification and becoming Chartered Loss Adjusters:

- Alison Macfarlane - Cunningham Lindsey UK
- James Henry - MYI
- Nathan Kemshall - Certol
- Michael Gresty - Buckley Scott Associates
- Neil Horsfall - Cunningham Lindsey UK
- Simon Scully-Horner - GAB Robins UK
- Robin Ehrlich - Questgates

New Cert CILA Holders

CILA members have now sat over 500 Certificate papers, with over 100 gaining the qualification. Recent passes are listed below:

- Clare Dyson - LAS
- Zoe Welling - GAB Robins UK Ltd
- David Zimmermann - GAB Robins UK Ltd
- Jonathan Power - GAB Robins UK Ltd
- Gareth Ferguson - Cunningham Lindsey UK
- Amy Dwyer - GAB Robins UK Ltd
- Andrew Kirby - Deloitte LLP
- Jose Lopez - Merlin Claims Limited
- Daniel Wilson - GAB Robins UK Ltd
- Ali Kirby - Isle of Man Adjusters Ltd
- Russell Rennie - GAB Robins UK Ltd
- Stephanie Fuller - Cunningham Lindsey UK
- Robert Ford - GAB Robins UK Ltd
- Nicholas Sherliker - vrs VeriClaim Uk Ltd
- James Gee - Concordia Consultancy Ltd
- Fredrik Eriksson - Chartis Europe SA
- Thomas Butterworth - GAB Robins UK Ltd
- Philip Rivero - GAB Robins UK Ltd
- Sally Steadman - Merlin Claims Limited
- Oluwatobi Oyemade - Merlin Claims Limited
- Antonio Fernandez Suarez - AFS & Partners
- Susan Avery - GAB Robins UK Ltd
- Joanne Holton - Cunningham Lindsey UK
- Christopher Angell - Davies Group Limited
- Michael Taylor - Merlin Claims Limited
- Keith Richardson - The Graham High Group
- Richard Haines - Crawford & Company
- Shirin Holt - Cunningham Lindsey UK
- Felicity Taylor - Sevatas
- Garrett Young - Cunningham Lindsey UK
- Jaimie Hepburn - Cunningham Lindsey UK
- Shaun Cumming - Cunningham Lindsey UK
- Bianca Mckenzie - AON Ltd
- Susan Noakes - Cunningham Lindsey UK
- Andrew Morris - IAS Group
- Daniel McCullagh - GAB Robins UK Ltd
- Karen Laird - GAB Robins UK Ltd
- David Matias Vazquez - MYI Ltd
- Alison Axford - GAB Robins UK Ltd
- Alastair Lamb - Zurich Insurance plc
- Adam Banks - Cunningham Lindsey UK
- Sarah Dear - Cunningham Lindsey UK
- Katie Day - Sevatas
- Jillian Walton - GAB Robins UK Ltd
- Marie Dawson - Cunningham Lindsey UK
- Wayne Kilpatrick - Agrical Ltd
- Rhonda Huggon - GAB Robins UK Ltd
- Michael Williamson - Ellis May
- Jonathan Young - GAB Robins UK Ltd
- Tracy Fileccia - Merlin Claims Limited
- Michael Walton - Covéa Insurance
- Wendy-Ann Moule - Lockton Companies LLP
- Robert Barlow - GAB Robins UK Ltd
- Andrew Clydesdale - GAB Robins UK Ltd
- Navin Vasan - Crawford & Company Int Pte Ltd
- Joanne Deeley - Cunningham Lindsey UK
- Nigel Clapham
- Matthew Baker - Cunningham Lindsey UK
Wendy-Ann Moule is the 100th person to pass the CILA Certificate in Claims Handling.

The CILA is delighted to announce that Wendy-Ann Moule, a Claims Technician at Lockton Companies LLP, is the 100th person to pass its Ofqual-accredited insurance claims handling Certificate.

Since the Certificate was launched just over a year ago, nearly 300 candidates have signed up for it, over 500 papers have been taken and it is expected that another 30-40 claims professionals will have passed the Certificate by the end of 2012.

Malcolm Hyde, the Institute’s Executive Director said: “We are delighted that 100 claims professionals have now passed our Certificate and special congratulations to Wendy-Ann for becoming our 100th Certificate holder!

The CILA Certificate is a great entry-level qualification for claims professionals like Wendy and provides a stepping stone to the CILA’s claims gold standard chartered qualification. It has attracted professionals from over 60 different companies including all the major loss adjusting firms, helping to raise standards and encourage new blood into the industry.”

Wendy-Ann Moule had already completed her ACII exams but was keen to study for a qualification that was specifically linked to her job within claims. The CILA Certificate enabled her to develop her knowledge of the technical aspects involved in claims handling and policy application. She will automatically have 18 credits towards the CILA Diploma qualification which requires a total of 37 credits.

“I’ve gained a great deal from completing the CILA Certificate and I do intend to progress to the Diploma,” explains Wendy-Ann.

“The Certificate courses were very ‘user friendly’, which for me is a key part of any course. The material was clear and concise and was set out in manageable sections. I really appreciated the choice of exam dates and locations as I ended up choosing an exam location near my home. And the exams were certainly less daunting than expected as they are computer based and no more than 90 minutes at a time.”

The Edexcel BTEC Level 3 Certificate has been designed by the CILA, in partnership with Edexcel and Pearson VUE (the world’s leading computer-based testing and assessment business). Any new or existing members of the CILA who successfully complete the programme are awarded with a nationally-recognised qualification but also the designation ‘Cert CILA’ to put after your name.

Starting the Certificate is simple; all the required materials can be purchased on-line together with entry to the exam. There are three courses, each taking around 40-50 hours of personal study. Examinations can be taken throughout the world and indeed some candidates have already sat them in exotic locations such as Kuala Lumpur and South America.
The Institute’s 2012 Technical Conference was held on 11th and 12th September at Loughborough University’s conference facilities, Holywell Park.

The first day of the conference attracted more than 200 delegates, with the second day attracting just over 100. We are thrilled that over 50 Certificate holders attended the event, along with approximately 100 Chartered Loss Adjusters.

Simon Burley provided an entertaining opening to the conference, using music to illustrate the importance of promoting the work that loss adjusters do. Simon was followed by David Williams, Claims & Underwriting Director at AXA Insurance, who gave an interesting insight into the views of Insurers and their Policyholders with regard to loss adjusters.

A total of nine technical lectures were delivered throughout day one, covering a wide range of subjects including forensic investigation, legal updates, the RTA portal and the role of the Insurance Fraud Enforcement Department. All attendees then gathered for Question Time at the end of the day when topics such as loss adjuster regulation were debated by both the panel and the audience.

We are delighted that over 100 delegates were able to attend the conference dinner on the evening of day one. This was an excellent opportunity for members to catch up with others in the loss adjusting profession and there was certainly a great atmosphere in the dining room. Particular thanks must go to Hawkins who sponsored the pre dinner bar.

Day two was opened by our new President, Kevin Wood, who outlined the vision for the CILA and the key deliverables for the year ahead. Kevin was then followed by Merryn Myatt who delivered a fascinating talk on understanding and developing relationships with the media. The rest of the day was then devoted to a practical claims scenario which involved an earthquake in the USA and a tsunami in Japan. Delegates had to work against the clock in considering the various elements of the claim which included property damage, contractors all risks, liability and business interruption. All attendees rose to the challenge and it was clear from the responses that our members are incredibly skilled in analysing information quickly and finding practical solutions to claim issues.

The conference could not have been delivered without the input of our speakers and those who developed the day two claims scenario. These individuals gave their time freely and undertook much of the preparation work outside of working hours. We are also incredibly grateful for the continued support from our sponsors.

We look forward to seeing you next year!
A big Thank You to all our exhibitors

Polygon
Fully Furnished
LWG
De Boer
IFIC
MDD
Kennedys
Harwell
Ordnance Survey
Evander
DAC Beachcroft
Hawkins
Xactware
RPC
Witherby
JCP
Edwin Coe
BDMA
CILA and the IIL Launch Final Report on BI Wordings

The CILA, in association with the Insurance Institute of London (IIL), is pleased to launch its final report on business interruption wordings entitled “Business Interruption policy wordings – challenges highlighted by claims experience”. This report follows the Business Interruption Wording Review Initial Report in May 2010 and is part of an ongoing review of business interruption wordings.

Damian Glynn, Chairman of the CILA Business Interruption Special Interest Group, explains: “This report addresses topics identified by the BI community and the CILA. We do not propose prescriptive new wordings, nor do we want to throw the baby out with the bathwater. We believe that most of the existing BI wording works, most of the time. But we do want to highlight those areas where we think some clarification would help.”

The objective of the report has remained unaltered throughout - to avoid similar claims giving rise to different outcomes depending on a particular interpretation of a policy wording.

“Clarity and contract certainty, where consistency in the claims response can be seen, is what we have tried to achieve,” continues Damian Glynn.

A number of issues have been identified in the report that would benefit from some level of change and these will be outlined at a launch event on Wednesday 17 October. Speakers Harry Roberts from Cunningham Lindsey UK and Damian Glynn from vrs Vericlaim will give an executive summary of the key findings and recommendations and attendees will be able to purchase the full report.

“This report is not a finite undertaking,” continues Damian Glynn. “New circumstances and the changing face of the economy, both locally and globally, will demand an ongoing review process. New risks, which existing wordings may struggle to easily accommodate, will undoubtedly present themselves. This is something that has been clear over the last few years, and it is likely to continue.”

Details of the launch event can be found at www.cila.co.uk/news-events.

Copies of the report will be available to purchase at the event, after which they can be obtained via the IIL at www.iilondon.co.uk.
Anti-Fraud

The Anti-Fraud SIG has published a new Technical Bulletin on the offering and payment of rewards in Insurance Claims.

The TB covers the legal, ethical and practical position, and looks at a range of factors that should be considered, including the reason and timing of the reward, the wording of the reward, the legal liability of making an offer and how to communicate the offer.

The document can be found at the Anti-Fraud SIG site at:

http://www.cila.co.uk/technical/special-interest-groups/anti-fraud

Business Interruption

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You can read more about the report, along with the launch event on 17th October, on page 8.

Property

The Property SIG is to hold a lecture on the 2011 Riots, covering the claims challenges and the issues arising. The lecture will be held Lloyd’s Old Library on 5th November.

Topics covered will include:

- the definition of riot
- the claims handling pressure points
- coverage issues
- Police Authority response
- areas requiring review
- useful reference sources

Liability and Subsidence

The Liability and Subsidence SIGs have continued their popular ‘Back to Nature - Animals and Subsidence Liabilities’ seminar series, with events being held in London, Birmingham and Bristol. A further seminar in Leeds on October 24th is now taking bookings.

Presentations and speakers notes are available on the website at:

http://www.cila.co.uk/publication/presentations/liability-and-subsidence-seminar-back-nature-animals-and-subsidence-liabilities-presentations

Join a SIG

If you would like to be kept up to date with information about SIG events and publications, please sign up on the website at:

http://www.cila.co.uk/join-a-sig

Riots Information

To assist our members in the event of any incidents that may give rise to recoveries under the Riot Damages Act 1886 we have placed some useful information on the website, including the Riot Damages Act 1886, the 2011 Amendment, the preferred claim form, the Public Order Act 1986 and a link to online.police.uk from which all addresses of Police Authorities can be obtained. The information is available at:

The Chartered Institute of Loss Adjusters has moved offices - we are now at 51 Gresham Street London EC2V 7HQ (phone number 020 7216 7580). We’ve moved for a number of reasons but not least to reduce our basic spend on rent and service charges by around 50%. To achieve a move to superior offices, with superb meeting facilities for Council, Committees and ACS panels - and halving our costs - has been a considerable achievement.

Visitors to our former premises will recognise that they did not provide the most appropriate environment for your modern, forward thinking Institute.

Other than considerable reduction in cost the Executive Director, Malcolm Hyde explained that he had the following in mind:

“I wanted to provide a safe and comfortable environment for my hard working colleagues and I wished to encourage health and fitness. The new premises have access to a gym, (entry payable by staff) and showers. I have on a number of occasions cycled in from East Grinstead, and to the relief of my colleagues made use of the showers!”

Alison Gamble, the Institute’s Technical Marketing Manager said “I arrange lots of meetings and it is most important that members who give up their time voluntarily are rewarded by a professional environment to meet in for the benefit of fellow members.”

Those with a keen eye for detail will not miss the fact that the premises are also occupied by the Association of British Insurers, The Insurance Fraud Bureau and the Financial Skills Partnership. This has inevitably led to greater communication, which has been positive.

Malcolm added that special thanks were due to Tony Dempster of Herbert Smith, our Honorary Solicitor, for ensuring the Institute was given excellent advice during the complex contractual procedures.

The CILA Team
Recently at the Institute’s AGM, I was honoured and privileged to be elected as your President. This came at a particularly difficult time for me and I would like to thank all Members for your support and for the kind words of encouragement that many have made.

The start of the Presidential year is a particularly busy time for the Institute. The AGM takes place half way through the Technical Conference, which this year was another great success, a new and better venue, well organised and with a varied program. We hope that all who attended gained from the occasion. Your feedback is now being sought and will be considered and acted upon to make next year’s event even better. My personal thanks to Alison Gamble and the Secretariat, their helpers and of course the speakers who all contributed to a fantastic two days.

The latest Associate exams were recently held at the beginning of October. Good luck to all those who sat C1, C2 or C3 papers. Successful completion of these papers is a key stepping stone to achieving Associate status, promoted and seen as the “gold standard” in claims professionalism.

Shortly after the exams, is the Annual Lunch in London on 12th October, and I look forward to seeing as many of you as possible and our valued guests. It should be an enjoyable and memorable occasion.

Our vision is for the Institute to be the pre-eminent and authoritative voice in the Property and Casualty claims arena; a leading professional body that at all times represents and promotes the interests of its Members, determines professional and ethical standards and assures compliance.

We believe that in the last 12 months or so, we have taken great steps to raise the profile of the Institute. We continue to develop the examination regime and aim to improve the framework for compliance with and monitoring of CPD. Moreover, 26 new Associates completed their ACS and almost 300 Members have now sat over 500 Certificate papers and the 100th student has just qualified.

We are currently planning the Institute’s priorities for the coming year, but my aim is simply to carry on the good work of Simon Burley and consistent with our Strategy, build on last year’s progress.

President’s Blog

Read regular updates from Kevin on the President’s Blog at http://www.cila.co.uk/presidents-blog, where you can leave your own response by clicking the ‘permalink for article’ link and then entering your comments in the comments box.

Follow the CILA on Twitter!

Twitter is an online service that enables you to broadcast short messages to your friends or “followers.” It also lets you specify which Twitter users you want to follow so you can read their messages in one place.

Signing up is free and simple to do, so to keep informed of all the latest news from the Institute please click the button below.
MEMBERSHIP BENEFITS

Claims Focus
The Institute’s quarterly claims publication, with all the latest industry news, articles and reports to assist you in this dynamic profession.

CILA Bytes
CILA’s monthly email newsletter, with updates on CILA published technical papers, news and events, and more.

Conferences and Events
Attendance at our Specialist Interest Group seminars, local area events, and our annual Technical Conference.

CILA World Recognised Qualifications
Now more than ever it is important to keep your knowledge and skills up to date in order to thrive in a competitive marketplace. The ACILA qualification is recognised at Masters level.

Post-nominal
Qualified membership entitles you to use the designatory letters after your name, showing your expertise in the claims arena, such as Cert CILA, Associate and Fellow.

Charter and Bye-Laws
Your public recognition of the high professional standards to which you subscribe.

Searchable Database of CILA Members
Full access to our searchable database of Institute members.

Special Interest Groups
These exist to provide up-to-date technical knowledge in all key areas of claims. They are a must for claims professionals.

Professional Indemnity Cover
The Institute offers information on PI Insurance for members.

Examinations
Examinations and examination support, full learning material for the Certificate Qualification. Reduced rate to purchase the latest property claims text book. Seminars and workshops frequently held to ensure members reach the necessary high standards.

Access to CILA Guidance Notes, Technical Bulletins and more
Members only access to guidance notes, technical bulletins and forums to ensure you have the latest information via the website.

Retired Members Scheme
A reduced subscription rate for fully retired members.