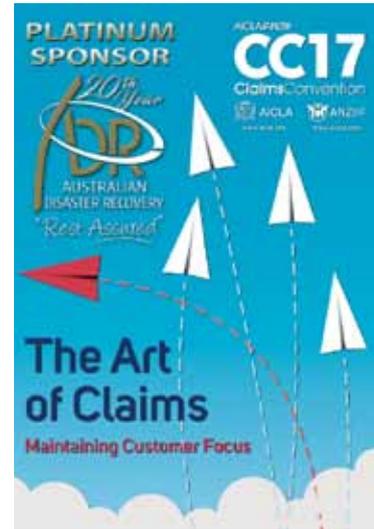


SEPTEMBER 2017

2017 AICLA/ANZIIF Claims Convention

For the fourth consecutive year ADR were the proud Platinum Sponsor of the annual AICLA/ANZIIF Claims Convention (CC17). Themed 'The Art of Claims – Maintaining Customer Focus', the event was held over one day in the Grand Ball Room of the Sofitel Wentworth Sydney in late September. Over 350 Claims Managers, Loss Adjusters, Brokers and other Insurance industry professionals attended the annual event to watch and contribute to presentations from industry peers on various claims related subjects such as, *Is the Customer Important in the Claims Process?*, *Using Big Data and Analytics in the Claims Process*, *The Challenge of Delivering Outstanding Claims Service in a Digital Age*, *Re-imagining Claims – Cognitive and Artificial Intelligence*, *Why are Claims Disputes Increasing and Taking Longer to Resolve*, *How Social Media is Changing Claims Handling*, *Claims as our Product Delivered Through an Insurance Policy*, *Emerging Technology Trends in Claims*, *Techniques for Dealing with Difficult Claimants*.

ADR presented a double trade booth at CC17 and were represented at the convention by Sales and Marketing Manager - Sean Brushwood and Project Manager - Alex Hitchins.



COMMERCIAL



DOMESTIC



MITIGATION



RESTORATION

COMIC RECOVERY

"No Sir, Roxy the Remediator is not available to Remediate the mould at your home, she's just a mannequin, so she doesn't actually do anything, she still works harder than our Sales Manager though."



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To give delegates visiting the stand a true sense of what a mould damage claim entails, one half of the trade booth was set-up to simulate a mould Remediation scenario including Zip walls and an air scrubber. Roxy the Remediator made her debut appearance at the convention, modelling the Personal Protection Equipment (PPE) staff are required to wear during a mould Remediation. The trade booth was visited by many delegates interested in the numerous services ADR offer the Insurance industry. One lucky visitor won a bottle of Bushmills Malt 16 year old single malt Irish whiskey after placing their card in the De-cardifier (a card deposit device made of re-purposed dehumidifier parts). A Gala dinner including award presentations was held after the convention, providing the delegates and sponsors with an opportunity to relax and network over a nice meal. ADR were honoured to be asked to dine with the dignitaries representing ANZIIF and AICLA at the dinner. ADR/Sean were presented with a beautiful vase by Mr Libke as a thank you gift for the support shown for the convention. ADR believes that Insurance industry events like these are very important for the development of claims professionals and should be supported by the industry.

