

Vic Claims Discussion Group Inc.

ANNUAL REPORT

**For the financial year ended
30 June 2015**



Vic Claims Discussion Group Inc.

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ABOUT US

The Vic Claims Discussion Group Inc. (the VCDG) is a not for profit professional educational and networking organisation.

Our aim is to provide practical and focussed seminars and panel discussions to engage professionals involved across all stages of the insurance claims process, at little to no cost to attendees and participants. In most cases, the seminars will attract CPD / CIP points.

Our seminars and panel discussions are delivered by experienced industry professionals who are enthusiastic about sharing their knowledge and experience.

The VCDG is operated by a committee of volunteers across all areas of insurance. Participation in and attendance at seminars and panel discussions is open to professionals from all spheres of insurance – be it claims managers, brokers, lawyers, underwriters, loss adjusters, relationship managers and any associated professionals.

Come join the discussion!

OUR MISSION

The VCDG mission is to provide educational and networking opportunities for free or at limited cost to the Victorian insurance claims community. The VCDG aims to foster a network of educated, up to date and supportive people striving towards best practice and industry excellence, ensuring all those who work in some capacity connected to insurance claims are well equipped to achieve fair and timely claim investigations and settlements for policyholders and claimants. We provide access to expertise on various aspects of claims, and the resources necessary to facilitate that goal.



OUR PEOPLE

		
<p>Monique McKinery President/Global Specialty Markets Manager, Cunningham Lindsey</p>	<p>Ken Harry Vice President/ Client Relationship Manager, Vero</p>	<p>Madeleine Whiteaker Secretary/Solicitor, HWL Ebsworth Lawyers</p>
		
<p>Vrisha Bhagat Joint Treasurer/Claims Consultant, CHU Underwriting</p>	<p>Mark Rochman Joint Treasurer/Director, Veritas Adjusting</p>	<p>David Kneipp General Committee Member, National Claims Distribution Manager, QBE</p>
		
<p>Marini Mann General Committee Member/Special Counsel, Gilchrist Connell</p>		





Monique McKinery
President
monique.mckinery@clglobal.com

PRESIDENT'S REPORT

I am exceptionally pleased that after months of hard work, the Vic Claims Discussion Group Inc. (the "VCDG") resolved to incorporate and was formally incorporated on 16 June 2015. This year was certainly the year to formally establish ourselves, and our presence in the Victorian insurance market.

For several years, and in varying capacities, I have attempted to bridge a gap in the insurance industry that meant that claims personnel were often seen as tangential to the insurance industry, with a perception that claims personnel were not always afforded educational or networking opportunities comparable to their underwriter or sales counterparts. I am pleased that as a newly formed incorporated association, with the help of a newly formed committee to share the load, VCDG is working towards bridging that gap to ensure claims is seen more as the fulfilment of a promise performing a crucial role in the industry.

In the financial year ended 30 June 2015 VCDG were able to host two seminars targeted at Victorian insurance claims professionals prior to incorporation. On 26 February 2015 VCDG held a seminar concerning Statutory Recoveries in Victoria, presented by Andrew Seiter of Wotton + Kearney Lawyers, in collaboration with the Underwriting Agencies Council of Australia (UAC). The seminar was attended by 85 claims professionals, 50 from the VCDG network.

On 31 March 2015 VCDG held a further seminar entitled 'Poisonous Promises' in association with UAC and presented by David Newey of Gillis Delaney Lawyers; surrounding the impact and problematic issues surrounding of proportionate liability, operative insurance clauses, indemnity provisions, subrogation waiver clauses, onerous and unfair clauses, named insured versus principal insured clauses, other insurance clauses, underwriters' attitude and subcontractors' liability in the context of insurance policies was discussed. This event attracted 50 Victorian claims professionals.

VCDG also utilised its online presence to share claims experiences with our network, and host online discussions which included such topics as proportionate liability and concerns for insurers following a high profile High Court decision; claims staff skills shortages; and fraud detection.

Our first committee meeting (as an unincorporated association) was held on Wednesday the 4th of March 2015, and I am thankful to be surrounded by such a supportive committee, that gels so well together to get the job done. Ken Harry has done a superb job as Vice



President, Madeleine Whiteaker has done an exemplary job in her role as Secretary; and Mark Rochman and Vrisha Bhagat have jointly been conscientious Treasurers. I would also like to thank David Kneipp and Marini Mann for their ongoing contribution to the committee. I thank you all from the bottom of my heart for your energy and commitment, and for sharing my vision.

I would also like to take this opportunity to thank the committee member's employers for their support of their employees which extends to support our group. These employers include: Cunningham Lindsey, Suncorp, TurksLegal, JLT, Veritas, QBE Insurance and Gilchrist Connell.

In addition to their support as an employer of a committee member, we are equally thankful to TurksLegal who have provided their time, and expertise to assist in formally incorporating VCDG; which will undoubtedly propel us to do bigger, better things in the next financial year.

ACKNOWLEDGMENTS

The VCDG Inc would like to thank TurksLegal for the work undertaken to assist us with incorporating.



TREASURERS' REPORT

VCDG did not receive income for the financial year ended 30 June 2015. VCDG has opened a bank account and liaised with a number of potential sponsors, their sponsorship funds likely to be the main source of income for the ongoing operation of the Group, including running costs for the hosting of educational seminars and networking events.

FINANCIAL STATEMENTS

The VCDG Financial Statements for the financial year ended 30 June 2015 were prepared by Zamsky Accounting and certified by two members of the committee, copies of which are annexed from page 10 of this report.



Mark Rochman
Joint Treasurer
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Vrisha Bhagat
Joint Treasurer
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HOW YOU CAN BECOME INVOLVED

Attend Our Seminars

The VCDG is an inclusive group. We encourage all professionals involved in the insurance claims process to attend our events, and contribute to the discussion.

Participation is open to professionals from all spheres of insurance – be it claims managers, brokers, underwriters, relationship managers, investigators, loss adjusters and any associated professionals.

Suggest Seminar Topics and Speakers

We aim to provide our network with seminars on areas of interest to you and the broader community. If you have a topic that you are eager to discuss, please do contact us and let us know.

Follow us on LinkedIn

Increase our social media presence by contributing to discussions.

Become a Sponsor

Support the industry group that supports you. The benefits of sponsoring Vic Claims Discussion Group Inc. include:

- Support and be affiliated with a growing organisation that has a network of over 300 insurance industry professionals across various claims capacities in Victoria.
- Leveraging the active and well received presence of Vic Claims Discussion Group Inc. on LinkedIn with a considerable capacity for social media reach into the wider insurance industry.
- Allows the opportunity to place your brand directly in front of approximately 50 attendees per event (attendance numbers to date include a minimum of 30 attendees and a maximum of 100 attendees due to venue capacity).
- Opportunities to incorporate product launches, placements, or brand awareness campaigns into events.
- Adding value to your brand by supporting the on-going professional development of Victorian claims professionals.
- Corporate Social Responsibility – assist in both recruiting people into our industry as well as retaining talent.
- Enabling free access to educational events for the Victorian claims community.



- Proving staff with opportunities to develop valuable expertise and cutting edge industry knowledge.
- Promoting and fostering unparalleled client relationship opportunities for your staff and clients.

CONTACT US

Email: info@vcdg.org.au

Website: www.vcdg.org.au

LinkedIn: <https://www.linkedin.com/groups/6968941>

