

Media Release

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Renowned Industry Experts Announced for the 2024 AICLA/ANZIIF Claims Convention

The Australian and New Zealand Institute of Insurance and Finance (ANZIIF) is thrilled to announce the lineup of expert speakers presenting at the AICLA/ANZIIF Claims Convention.

A collaboration between The Australasian Institute of Chartered Loss Adjusters (AICLA) and ANZIIF, the Claims Convention is the leading insurance claims event in Australasia.

The event is designed to give attendees the insights and knowledge needed to tackle the key issues facing the insurance sector both now and moving into the future.

This year's theme 'Claims Under the Microscope- Driving Better Outcomes', features a lineup of industry expert speakers, including:

- **Dr Daniel Mulino**, Chair of Standing Committee on Economics in Federal Parliament
- **Emma Curtis**, Lead Ombudsman for Insurance at AFCA
- **Kylie Macfarlane**, Chief Operating Officer for Climate Operations and Strategy at The Insurance Council of Australia (ICA)
- **Jillian Pancott**, Director of Forensic Accounting Services at Sedgwick
- **Tim Koepler**, Executive Adjuster for Property at Charles Taylor
- **Chris Bennett**, Head of Virtual, Motor and Fusion at Crawford & Company
- **Richard Gibson**, National Manager Supply Chain and Incident Response at NTI
- **Bean Healey**, Senior Underwriter, Marine at AXA XL
- **Chris Kenyon-Edwards**, Associate at Burgoyne
- **Dr Rita Matulionyte**, Associate Professor at Macquarie University Law School

Topics covered at the Claims Convention include the Federal Parliamentary Flood Inquiry, lithium batteries and fire risk, oil contamination and environmental claims, climate change and marine issues, AI in settlement of claims, arson claims and more.

"Quality claims handling continues to be the focus of legislators, regulators and all industry participants. The attendance at this conference reflects the seriousness that the sector takes to continually raise industry standards and strive for good customer outcomes", says ANZIIF CEO, Katrina Shanks.



The AICLA/ANZIIF Claims Conventions will be hosted on the 26th of September 2024 at the Sofitel Sydney Wentworth.

Registrations to the AICLA/ANZIIF Claims Convention can be made [here](#) or visit our website at anziif.com for more information.

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