



THE INSTITUTE OF LOSS ADJUSTERS OF SOUTHERN AFRICA

24 May 2018

Glenhove Conference Centre,
52 Glenhove Road, Melrose Estate, Johannesburg

Seminar 2018

This is our 11th Annual conference.

The Institute encourages and maintains its support to all members to continue with their professional development and to gaining of knowledge and skills on the road to their future.

In this regard, the Institute recently published its Principles and Practice of Loss Adjusting handbook which was provided to all members but is also available to non-members through application.

The Guests speakers at this year's seminar are Professor Robert Vivian who will talk on legislation, discussions and case law in 2017, Paul Van As who will talk on Lightning damage, Dr Gus Garforth whose talk covers explosion and machinery breakdown insurance claims, Dr Rod Rankine who will talk on the construction industry changes and risks to insurers, Masood Bhamjee whose talk covers creating a customer experience that screens loyalty and finally, Anne-Mari Van Staden who will talk on polygraphs and body language.

I would like to thank all the speakers for giving of their time to share their knowledge with us.

I would also like to thank our exhibitors, Dry Force, ORO Hyde Park Jewellers, Mokoena Technologies and Diamond Jewellery International.

As an Institute, we strive to maintain the highest standards of professionalism at all times.

On behalf of our members I would like to thank the Insurance industry for their continued support and trust in our profession.

Finally, I would like to thank our delegates for attending the conference. We encourage you to suggest future topics for discussion.

I look forward to seeing you on the 24th May 2018.

Richard Jackson
President - Institute of Loss Adjusters



Exhibitors:



Our Speakers

PROFESSOR ROBERT VIVIAN



With a BSc (ElecEng); BProc and LLB, Prof Vivian has been Professor of Finance & Insurance (School of Economic & Business Sciences) at Wits University since 1989. Well known and respected as a speaker at numerous conferences, both locally and internationally, he has also published a number of books, journal articles and written for industry magazines.

ANNE-MARI VAN STADEN



Anne-Mari's portfolio includes her position as President of the South Africa Truth Verification Council (SATVC) and Director of training at the Southern African Polygraph Federation (SAPFED). She started Precision Polygraph Pty, New Zealand in 2010, as a successful international company. In 2013, she moved back to South Africa and is currently co-owner of Africa Polygraph & Precision Communications.

Anne-Mari is considered an expert in her field and is contracted to work closely with the Independence Police Investigative Directorate (IPID) to solve cases against members of the SAPS and Hawks. She is a part time lecturer at the University of Pretoria, as well as the Polygraph Academy of South Africa.

PAUL VAN AS



Paul is Divisional Manager of Surge Technology and has worked for the company for 30-years, having written and published many articles on lightning and overvoltage protection, as well as presenting seminars locally and internationally. He has been used extensively to investigate lightning damage claims, reporting on reasons and prevention. Paul has assisted various companies to write technical specifications for specific industries to protect their equipment against lightning and overvoltage damage. He serves on various SABS technical committees for surge and lightning protection and is chairman of SABS IEC SC 37A & B, as well as presenting training for SABS NETFA on surge and lightning protection.

DR GUS GARFORTH



Dr Garforth is a senior lecturer at the School of Mechanical Engineering, Wits University with practical engineering and mining experience. He is also a consultant to the engineering, motor & mining industry on project management, process optimisation, road accident investigations, as well as the US Bureau of Mines. Dr Garforth has also published international research in combustion science. He has 39 years' loss adjusting experience with local and international Insurers and Re-insurers.

DR ROD RANKINE



Dr Rankine is a registered professional engineer and concrete technologist specialising in the field of construction materials and the science of building. His company conducts condition assessments of structures, forensic investigations on failures, assists in the development of construction specifications and solutions to construction problems as well as providing training. With a PhD and MSc in Engineering and a BSc Building, he is one of a panel of experts for Agrément South Africa, a division of CSIR. He worked aboard the oilrig Actinia during the final stage of the Mosgas Project before starting Rankine Engineering and later joining Wits University as a lecturer.

MASOOD BHAMJEE



Masood is a homegrown South African CX Guru, a highly influential Certified Customer Experience Professional (CCXP) and one of the first to be certified in Africa. He has spent the last 12 years in the financial services industry moving from various legal roles to customer-focused roles. As the senior CX and Research manager he has secured accolades for Old Mutual Insure and has spear headed Old Mutual Insure's turn around into a Customer Led organization, with a highly energetic approach to organizational change and continuous improvement.

Programme		
Time Slot	Topic	Presenter
07h15-08h00	Registration and tea/coffee	
08h00-08h15	Introduction and Welcome	Jan Schubart, ILA
08h15-09h00	Litigation, Decisions & Case Law in 2017	Prof Robert Vivian, Wits University
09h00-09h45	Have You Lost Your Neutral?	Paul van As, Surge Technology
09h45-10h30	Explosion vs Machinery Breakdown Insurance Claims	Dr Gus Garforth, Crawford & Company
10h30-11h00	Tea/Coffee Break	
11h00-11h45	Construction industry changes & risks to insurers	Dr Rod Rankine, Rod Rankine Engineering Solutions
11h45-12h30	Creating a customer experience that screams loyalty	Masood Bhamjee, Old Mutual Insure
12h30-13h15	Polygraphs & Body Language	Anne-Mari van Staden, Africa Polygraph Institute
13h15-13h30	Closure	
13h30-14h30	LUNCH	
14h30	Delegates depart	

Registration Form

Booking is essential and late entries will only be accommodated where possible.
Bookings can be made by completing the registration form below and emailing it
To marie@eventmakers.co.za

ILA Members - R1300 inclusive of VAT
Non Members - R1850 inclusive of VAT

SURNAME:
FIRST NAME (for name badge):
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E-MAIL:
LANDLINE:
INVOICE DETAILS:
COMPANY NAME:
VAT No:
POSTAL ADDRESS:
ID NUMBER (to claim CPD credits)
MEMBER OF ILA or NOT A MEMBER OF ILA (please indicate)
SPECIAL DIETARY REQUIREMENTS:

TERMS & CONDITIONS:

- Cancellations within 14 days prior to conference and "no shows" will be liable for full costs.
- Substitutions can be made but please advise us in advance.
- Bookings and registration will close 7 days prior to the conference.
- Enquiries: marie@eventmakers.co.za

4,5 IISA CPD hours will be awarded and ILA members will also receive CPD credits.
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