

# 2017 ANZIIF TurksLegal Claims Scholarship



This year marks the 10th anniversary of the ANZIIF TurksLegal Claims Scholarship proudly supporting insurance professionals working in Australia's general insurance industry by providing a significant career development opportunity.

---

APPLICATIONS CLOSE: MONDAY, 9 OCTOBER 2017

## Major prize valued up to AU\$8,000

The winner of the Scholarship has the choice of an overseas conference package to the 2018 Claims Conference & Insurance Services Expo in Orlando, Florida, USA; or a \$5,000 cash prize and registration to the 2018 AICLA/ANZIIF Claims Convention in Australia.



### ABOUT THE SCHOLARSHIP

2017 marks the 10 year anniversary of the ANZIIF TurksLegal Claims Scholarship which provides a significant career development opportunity for insurance professionals working in Australia's general insurance industry.

### HOW TO ENTER

Entrants are asked to submit a paper (2,500 words max) addressing one of the five topical industry questions in this application form.

**Each Scholarship participant will earn six (6) CIP points where eligible.**

### WHO CAN ENTER

Entrants must:

- be a resident in Australia
- directly work in a capacity connected with general insurance and be based in Australia

**Both eligible non-ANZIIF and ANZIIF members are encouraged to apply.** Entry is not open to members of the ANZIIF board or ANZIIF employees, lawyers, accountants or medico-legal consultants employed in capacities other than as direct employees of a general insurance company.

### MAJOR PRIZE

The winner of the Scholarship can choose between either of the following prizes:

- **an overseas conference package** valued up to AU\$8,000 including return flights, accommodation, \$500 spending money and registration to the Claims Conference and Insurance Services Expo to be held in Orlando, Florida, USA from 15-18 April 2018; or
- **\$5,000 cash** and registration to the 2018 AICLA/ANZIIF Claims Convention in Australia including return flights and two nights' accommodation.

In addition to the major prize, the winner is invited to sit on the judging panel alongside senior industry leaders for next year's scholarship.

### RUNNER-UP PRIZE

The runner-up of the Scholarship will be awarded registration to the 2018 AICLA/ANZIIF Claims Convention in Australia including return flights and two nights' accommodation.

### 2017 SCHOLARSHIP JUDGING PANEL

The judging panel comprises the following industry leaders:

- Simone Dossetor, General Manager Insurance, Great Lakes Australia
- James Flaskett, Head of Claims, Australia & New Zealand, Chubb Insurance Company
- Peter Fitzgerald, National Technical Claims Manager, Allianz
- Chris Rodd, Insurance Law Consultant
- Prue Willsford, CEO, ANZIIF
- Jason Courtenay, Claims Manager, BCS Broking (2016 Scholarship winner)
- Paul Angus, Partner, TurksLegal
- Peter Riddell, Partner, TurksLegal

### JUDGING CRITERIA

Your submission (word limit of 2,500 words) will be assessed on:

- understanding of the chosen topic
- research foundation and conclusions supported by sound evidence documented in a bibliography
- clarity of thought
- commercial acumen
- presentation, formatting and submission

### ANNOUNCEMENT OF WINNERS

The winners will be announced at the ANZIIF General Insurance Breakfast in Sydney on Wednesday, 6 December 2017.

### APPLICATIONS

**OPEN:** Monday, 14 August 2017

**CLOSE:** 5.00pm AEST on Monday, 9 October 2017

### FIND OUT MORE

[www.turkslegal.com.au/community/scholarships/anziif-turkslegal-claims-scholarship](http://www.turkslegal.com.au/community/scholarships/anziif-turkslegal-claims-scholarship) or [www.anziif.com.au](http://www.anziif.com.au)

# Questions

ANSWER ONE OF THE FOLLOWING 5 QUESTIONS. THE CONTENT OF YOUR SUBMISSION MUST BE **NO MORE THAN 2,500 WORDS**.

---

## Q1. CYBER CLAIMS

The threats from ransomware and other cyber-attacks are increasing and spreading to all sectors to the point where Lloyds have recently identified that a large scale cyber-attack could cause losses greater than any of Australia's largest natural disasters. Identifying the impact of claims and quantifying loss when claims are made will be amongst the challenges.

**Are insurers ready to handle cyber claims?**

**How can an insurer build claims handling experience where little experience is available?**

---

## Q2. AUTOMATION

The innovative use of technology in insurance is rapidly rising and changing the claims landscape to the extent where in September 2016 a peer-to-peer insurer, Lemonade, described itself as "spiritually we're a tech company" and identified their focus as the automation of claims processes.

**Automation of claims processes clearly has time and cost advantages for insurers, but do you think it should be the future of claims? If so, why? If not, why not?**

**Should a line be drawn between simple and complex claims as far as automation goes? If so, where should it be?**

---

## Q3. CLIMATE CHANGE

The ICA Climate Change Policy notes that "the changes to the nature of extreme weather events, brought on by climate change, will occur in an environment where extreme weather has already become more devastating and expensive for many communities."

The ClimateWise coalition of 29 of the world's largest insurers has noted that the industry's traditional response to rising insurance risks – raising premiums or withdrawing cover – would not help deal with the rising risks of global warming.

**Given the increasing impacts of climate change, should all weather related losses be covered by insurance? Discuss in the context of your claims experience.**

**If insurers can't change the underlying risk of such claims occurring, consider what else, if anything, insurers should do to deal with the rising incident of claims caused by climate change.**

---

## Q4. DISCLOSURE

The 2015 ICA Taskforce recommended insurers shift their mindset from a 'minimum compliance' based approach to disclosure towards developing effective disclosure that engages consumers and helps them to make decisions about their insurance needs.

In February 2017, ICA consumer research arising from the 2015 report found, amongst other things:

1. PDSs are not widely used by customers as a pre-purchase document
2. Renewal letters are the most commonly used source of information
3. Consumers' comprehension of policy exclusions is poor
4. Prior claims history increases likelihood of better comprehension

**If the future of disclosure is simpler documents and more customer engagement, then what does this mean for claims and the way in which insurers handle them?**

---

## Q5. EMERGING RISKS

Every year the insurance industry identifies more and more emerging risks. In recent years these have included cyber and cloud risk, artificial intelligence, failure of climate change mitigation and nanotechnology amongst others.

Existing policies were never written to assume such losses and when they arise claims professionals are faced with uncertain and difficult claims and coverage issues.

**Can old policies and claims handling approaches cope with emerging risks? Discuss.**

# Formatting and submission guidelines

Please ensure you read through the following instructions when submitting your essay for the 2017 ANZIIF TurksLegal Claims Scholarship. Your submission will be rejected if the following format is not followed.

1. Font / Font Size / Page Numbers  
Heading: Arial Black; Size 12pt  
Body text: Arial; Size 10pt  
Paragraph: 1.5 line spacing  
Page numbers: Arial; Size 10pt  
(on every bottom right hand corner)
2. Essays must not exceed 2,500 words (excluding any foot/endnotes, block quotations and the bibliography).
3. Submissions must be submitted via email to:  
**[scholarships@turkslegal.com.au](mailto:scholarships@turkslegal.com.au)**
4. No submissions will be accepted by fax or post.
5. Essays must be submitted in MS Word format only. The file must be named as follows:  
first initial\_surname.doc (e.g: j\_smith.doc)
6. All essays must be submitted by 5.00pm AEST, Monday, 9 October 2017. Entries received after this time will not be accepted.
7. Submissions must include a completed application form. See terms and conditions for more detail.

# 10 Tips for writing a winning paper

1. **Read the question carefully** – if it has a few parts make sure your answer addresses all of them.
2. **Hit the criteria!** Papers are marked on five specific judging criteria, all of which have equal weighting. Ensure your paper addresses each of these criteria equally.
3. **Think creatively** – look for research which may be relevant from Australia, overseas markets, or possibly even undertake your own research.
4. **Think about your topic** at both a micro level (claims/underwriting level), as well as, a macro level (industry level).
5. **Try to provide recommendations/solutions** the industry can consider to resolve the issue/question at hand.
6. **Structure** – think about how your answer is structured - make sure it is logical so your argument is easy to follow.
7. **Remember this might be a published paper** – consider how your paper will read to those within the industry as well as those external to the industry.
8. **Spell check, spell check, spell check!**
9. **Stick to the word limit** – max 2,500 words - this does not include footnotes and headers. Accurately record the wordcount on your application form and on your paper.
10. **Proofread** – have someone proofread your paper prior to submission to provide an independent perspective of how it reads.

## 2016 SCHOLARSHIP WINNER

### JASON COURTENAY CLAIMS MANAGER, BCS BROKING

"In my role as Claims Manager for an independent brokerage, BCS Broking, one of the difficulties I encounter on a daily basis is balancing and aligning our company's longstanding relationships with underwriters with the need to advocate passionately for our clients' interests in claim situations. In my essay, I focussed on how this balancing process needs to occur at the underwriting stage so that the "actual risk" is being covered, rather than unsubstantiated perceptions.

The ANZIIF TurksLegal Claims Scholarship is a fantastic way to immerse yourself in a topic you may previously have been unfamiliar with. In 2015, I submitted a paper on the Duty of Good Faith and throughout the 12 months that followed I was able to draw on the information I had gained from studying the topic in real claims scenarios. I expect I will be saying the same thing in 12 months' time with respect to my most recent paper."



# Application Form

Entrants must submit this application form together with a paper, answering one of the five questions listed. **A word limit of 2,500 words applies and will be strictly enforced.** Each entrant must include the word count on this application form. The judges may nevertheless, at their absolute discretion, direct that over-length papers be returned to entrants prior to judging and subsequently accept those papers for judging if they are modified to comply with the word limit. All entries are expected to be original work of the entrant, based on their own research. Reference to supplementary material must be clearly acknowledged in the paper.

Please also read the terms and conditions in this application form before submitting an entry.

Entrants must submit by **email** their paper and a completed application form by **5.00pm AEST on Monday, 9 October 2017** to:

**Sarah Waley**

Marketing & Business Development Manager

TurksLegal

**Email:** [scholarships@turkslegal.com.au](mailto:scholarships@turkslegal.com.au)

Further information about the Scholarship is available at:

[www.turkslegal.com.au/community/scholarships/anziif-turkslegal-claims-scholarship](http://www.turkslegal.com.au/community/scholarships/anziif-turkslegal-claims-scholarship) and  
[www.anziif.com.au](http://www.anziif.com.au)

**Applications must be received no later than 5.00pm AEST on Monday, 9 October 2017.**

---

## PERSONAL DETAILS

Mr  Ms  Mrs  Miss  Dr

Current ANZIIF Member:  Yes  No

Surname

Other Given Name(s)

Organisation

Position

Street / PO Box:

Suburb / City

State

Postcode

Direct Phone

Mobile

Email

Question Answered

Word Count (Max 2500 Words):

## APPLICANT'S DECLARATION

By signing this application form and submitting your entry you confirm that you have read and understood the terms and conditions of the Scholarship, you agree to be bound by these terms and conditions, and the organisation you work for has no objection to your entry being submitted:

Applicant's signature

Date

# Terms & Conditions

## DEFINITIONS

A. TurksLegal: means the legal practice partnership operating under that registered business name.

B. ANZIIF: means Australian and New Zealand Institute of Insurance and Finance.

C. Major Prize: means the ANZIIF TurksLegal Claims Scholarship winner can choose between two prize options.

An overseas conference package valued up to AU\$8,000 (inclusive of GST). The package includes registration to the 2018 Claims Conference and Insurance Services Expo in Orlando, Florida, USA, 15-18 April, 2018; return economy airfares for one person valued up to \$2,500; four nights accommodation for one person valued up to \$2,000 at a hotel to be confirmed by the Scholarship organisers; and \$500 cash. The package does not include; transfers to and from the airport; any insurance; taxes; additional spending money; charges; levies; hotel incidentals; tours and activities or meals not included in conference registration (except where specified); or

\$5,000 cash prize, return domestic airfares for one person; two nights accommodation for one person at a hotel to be confirmed by the Scholarship organisers; and registration to the 2018 AICLA/ANZIIF Claims Convention in Australia. The prize does not include; transfers to and from the airport; any insurance; taxes; additional spending money; charges; levies; hotel incidentals; tours and activities or meals not included in conference registration (except where specified).

D. Runner-up Prize: means registration to the 2018 AICLA/ANZIIF Claims Convention in Australia; return domestic flights for one person; and two nights accommodation for one person at a hotel to be confirmed by the Scholarship organisers. The prize does not include; transfers to and from the airport; any insurance; taxes; additional spending money; charges; levies; hotel incidentals; tours and activities or meals not included in conference registration (except where specified).

E. Term: means the entire period of the Scholarship commencing on 14 August 2017 and concluding on 9 October 2017 at 5.00pm AEST.

F. Judging Panel: means the Judging Panel constituted to judge the ANZIIF TurksLegal Claims Scholarship.

G. Scholarship: means the ANZIIF TurksLegal Claims Scholarship – for general insurance professionals.

## RULES

1. This Scholarship is open to all Australian residents; entrants must directly work in a capacity connected with general insurance\* and be based in Australia; entry is not open to lawyers, accountants, or medico-legal consultants employed in capacities other than as direct employees of a general insurance company (which includes reinsurance companies or insurance claims management companies); entry is not open to members of the ANZIIF board or ANZIIF employees.

2. As a condition of entry, an entrant accepts these terms and conditions and any rules, policies or procedures that may be adopted by TurksLegal or ANZIIF from time to time. TurksLegal or ANZIIF may change, amend or vary these terms and conditions and may extend the period of, or cancel, the Scholarship without notice.

3. Entry forms for the Scholarship can be found on the ANZIIF and TurksLegal websites. Australian residents who wish to participate in the Scholarship must complete the official entry form. Only entries accompanied by an official form will be accepted. Only one entry per Australian resident will be accepted within the Term.

4. The six (6) CIP points will only be awarded to current financial members of ANZIIF.

5. Entrants in the Scholarship will be asked to submit a written paper in electronic form (**not exceeding 2,500 words in length**) on one of five topics contained in this application form.

6. At the conclusion of the Term all entries will have personal information removed so that entrant's papers are considered anonymously by the Judging Panel; the winner and runner-up will be announced officially on 6 December 2017 at the ANZIIF NSW General Insurance Breakfast in Sydney.

7. The entrant whose paper is determined by the Judging Panel to be the best response ("the winner") will be awarded the Major Prize. The entrant whose paper is determined by the Judging Panel to be the next best ("the runner-up") will receive the Runner-up Prize.

8. The Judging Panel will determine the winner and runner-up by simple majority. Where there is no clear majority in favour of any one entrant, the person elected by the Judging Panel as its Chairman must exercise a casting vote which will determine the winner and runner-up. In determining the winner and runner-up the Judging Panel must utilise the marking criteria that has been agreed to apply to all entries.

9. Notification to the winner and the runner-up will be given to the winner and the runner-up as soon as practicable after the conclusion of the judging. Notice may be given by ordinary post, electronic mail, courier or personally.

10. Publication of the winning entry and runner-up papers (and any subsequent finalist's papers) on the TurksLegal and ANZIIF websites and in any ANZIIF-newsletters or other media communications (including industry and broader press) will be at the discretion of TurksLegal and ANZIIF. By signing the application form, the entrant accepts these conditions and gives permission for publishing the winning paper and the name and/or photos of the Scholarship winner. Under the conditions of entry the copyright in all entries will rest with ANZIIF and TurksLegal.

11. Entrants are responsible to ensure that their contact details with TurksLegal and ANZIIF are up to date.

12. No prize is transferable or exchangeable and cannot be taken solely in cash. No non-cash component of any prize is redeemable in cash.

13. If for any reason the winner or runner-up are unable to utilise their prize once booked (including ANZIIF educational courses, flights, accommodation, conference and restaurant bookings) and the date cannot be changed without penalty (of any kind, including financial charges) the winner or runner-up accepts they will not receive an alternative prize.

14. TurksLegal and ANZIIF reserve the right to make whatever enquiries each considers necessary to ensure that the work attributed to an entrant is that person's own work. All claims for prizes are subject to TurksLegal's and ANZIIF's verification procedures as determined by TurksLegal and ANZIIF in their absolute discretion.

15. TurksLegal's and ANZIIF's decision in relation to all aspects of the Scholarship, including but not limited to any dispute as to the identity of an entrant, eligibility to participate in the Scholarship and determination of an entrant's eligibility to receive a prize, is final and binding and no correspondence will be entered into. These terms and conditions may be changed, amended or varied at any time by TurksLegal or ANZIIF in their absolute discretion without notice and without assigning any reason therefore. TurksLegal and ANZIIF reserve the right to cancel or vary the Scholarship in whole or in part in their absolute discretion at any time without prior notice. Any such cancellation shall not effect any entrant's entitlement to any prize that has accrued at the time of the cancellation.

16. The entrant accepts these terms and conditions as amended from time to time and agrees to be bound by them. Entry in the Scholarship is subject to these terms and conditions. In the case of any inconsistency between these terms and conditions and any promotional material, these terms and conditions prevail. TurksLegal and ANZIIF reserve the right to cancel an entrant's participation in the Scholarship without assigning any reason therefore where TurksLegal and/or ANZIIF, in their absolute discretion, consider that the entrant has not acted honestly, fairly, in good faith or in the spirit of the Scholarship.

17. Liability for any tax on any benefits provided to entrants pursuant to the Scholarship is the sole responsibility of the entrant. It is recommended that entrants contact their own accountant or taxation advisor in this regard.

18. TurksLegal and ANZIIF accept no liability for late, lost or misdirected entries.

19. To the extent permitted by law, TurksLegal and ANZIIF are not liable and shall be kept harmless for any loss or damage to property or person including but not limited to direct or consequential loss and including loss from personal injury as a result of any person participating in the Scholarship or making use of a prize.

20. TurksLegal and ANZIIF collect entrants' personal information in order to conduct the Scholarship. If the information requested is not provided, the entrant may not be permitted to participate in the Scholarship. By entering the Scholarship, unless otherwise advised, each participant agrees that TurksLegal and/or ANZIIF may use this information, in any media for future promotional, marketing and publicity purposes without any further reference, payment or other compensation to the entrant, including sending the entrant electronic messages. A request to access, update or correct any promotion should be directed to TurksLegal and/or ANZIIF.

\*For the purposes of the entry criteria, the term 'general insurance' includes workers compensation.