

**TEXT OF THE SPEECH DELIVERED BY PAUL MAY, PRESIDENT, AT THE
CILA ANNUAL DINNER – 15TH OCTOBER 1999**

Distinguished guests, ladies and gentlemen,

Good evening and welcome to the last CILA dinner of the 20th Century.

October is the mid-point in my presidency so I would like to give you something of an Interim Report.

I would like to mention the leading role that CILA is playing on the International scene.

In Europe, we currently hold the presidency of FUEDI and are working to bring all member associations up to the standard of ELAE – the European Loss Adjusting Expert qualification.

As well as visiting FUEDI member associations across Europe, I have also been privileged to represent CILA at meetings of other associations in Canada, America, India, Sri Lanka, Malaysia, Singapore and Australia.

It is very rewarding to find that the CILA qualification is regarded as the recognised standard of professional education and ethical conduct.

We have also been promoting the formation of an International Federation which would produce an ISO type of certification for adjusting standards worldwide.

The International Federation has a steering group which has agreed to commission a research study into trends in claims handling over the next 5 years.

In the UK (as well as internationally) we have rigorously pursued a campaign of active engagement with other organisations that have an impact on the professional lives of our members.

Many of these organisations are represented by our guests here tonight.

Surprisingly, however, there seems to be no one organisation that represents the practical and professional interests of claims managers.

The community of claims managers from Lloyd's, companies, brokers and re-insurers has a vital impact on our members' future, but does not seem to have an organised voice.

As to the recent proposal for the Financial Services Council, I personally welcome this initiative and would like CILF to contribute to its development.

Turning to regulation. There are millions of pounds of claim settlements approved by our member each year.

We have a tough and effective disciplinary system, although the number of complaints considered is minuscule. There is, however, a growing wave of regulation and we wish to actively represent our members with the bodies involved:

**The ABI have their claims code;
The GISC want a regulation regime;
The Ombudsman has his schemes, and
The Lord Chancellor is reviewing personal injury claims practices.**

All these initiatives have an impact on our members' activities. Policy holder protection is vitally important, but so is minimising the extent of overlap and red tape from regulation.

Moving now to the Society of Claims Technicians. We want CILF to be the professional home for individuals working in all areas of claims, including:

**brokers;
insurers;
and outside claims inspectors.**

The interest in the society has been encouraging and the first exams are set for November.

Turning to the Internet, our web site is open for business at the address on your guest list.

All our activities are being transferred to the Internet so please visit the site.

We are seeking to improve the efficiency of the Institute and dispense with any outdated practices and procedures.

We are also keen to expand the circulation of our quarterly magazine, which is free! and if you don't already receive it please ask us for it.

An International organisation like CILA functions only by the hard work of many individuals.

Graham Cave has helped me enormously, as have Tony Clack and the staff at Manfield House.

Thanks also to the hard working volunteers on the Council and Area committees and to their employers.

I would like to register my special thanks to my colleagues at Resolve International who have given me immense support and encouragement.

Last, but by no means least, I would like to thank John Ball, our Deputy President, for his total support. He has influenced our progress so far and I know that he will prove to be an exceptional president in 2001.

CILA is well set for the future and I am grateful for your attention.

Thank you.