



THE CHARTERED INSTITUTE OF LOSS ADJUSTERS

Frequently Asked Questions

How can I join the CILA?

To be eligible to join the CILA your predominant activity must be the investigation, management, quantification, validation and resolution of Property, Casualty or any other losses (whether insured or not) arising from any contingency and the reporting thereof.

The application forms can be found at <http://www.cila.co.uk/careers/how-do-i-join>. Once completed the application form should be sent to the CILA office, it may be e-mailed (info@cila.co.uk), faxed or sent by post. All addresses are on the membership form.

What categories of membership are there?

The categories of membership are: Student, Ordinary, Diploma, Certified, Licentiate, Associate, Fellow, Honorary and Retired.

Why are there different categories of membership?

The categories of membership generally indicate the level of qualification of the member. A Fellow is a Chartered Loss Adjuster of at least five years. A Fellow must have demonstrated five years' Continuous Professional Development. An Associate is a Chartered Loss Adjuster who has either been qualified for less than five years or has simply decided not to apply for Fellowship status. Ordinary and Student members are those who uphold the Charter, Bye-Laws and Professional Code of Conduct but have not completed all the examinations.

What is the difference between an Ordinary member and a Student member?

Ordinary membership is open to any individual who is employed by a firm of Chartered Loss Adjusters and whose predominant activity must be the investigation, management, quantification, validation and resolution of Property, Casualty or any other losses (whether insured or not) arising from any contingency and the reporting thereof.

Student membership is open to persons engaged in loss adjusting activities but not working for a firm of Chartered Loss Adjusters.

What is the difference between a Certified and a Chartered Loss Adjuster?

There is no difference in terms of level of qualification; it is simply that the Certified Loss Adjuster qualified whilst not working for a firm of Chartered Loss Adjusters.

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I have been told that the Chartered Loss Adjuster dealing with my claim has been qualified for over five years but is not a Fellow, why might this be?

The CILA qualifications are transportable. This means that having become a Chartered Loss Adjuster the member may have moved to a different role, perhaps no longer working for a firm of Chartered Loss Adjusters. To become a Fellow of the Institute the Associate Member must be engaged by a firm of Chartered Loss Adjusters at the time of elevation from Associate to Fellow.

Can my firm become a member of the Chartered Institute of Loss Adjusters?

This is not possible. The CILA is an Institute of individual members and firms cannot be members.

If a firm cannot be a member of the Chartered Institute of Loss Adjusters why does their letterhead state the name of the firm with the designation “Chartered Loss Adjusters”.

A member is practice in a firm describing itself as a firm of Chartered Loss Adjusters providing the firm meets the ratio of Directors or Partners in day to day control of the claims handling activity as set out in the Charter.

If I do not intend to sit the CILA examinations why should I be a member of the CILA?

By being an Ordinary or Student Member of the Institute you are signing up to the CILA Charter, Code of Professional Conduct and Bye-Laws. This immediately sets out your intent to act in a professional and ethical way. As a member you will receive important information about issues concerning claims handling. This is valuable to ensure you are kept up to date with relevant technical issues.

Ordinary and Student members participate in Specialist Interest Groups and are often responsible for developing key strategies due to their knowledge and experience often gained outside of their Loss Adjusting role.

I want to become a qualified Loss Adjuster what support can I obtain?

The CILA publishes on www.cila.co.uk the syllabuses of the examinations, previous examination papers and lists of recommended books. Each year the CILA holds a technical conference where highly experienced people share their knowledge giving those taking examinations a fantastic opportunity to learn. The conference is attended by around 300 people and the majority of the attendees will be willing to discuss technical issues with other members. The Specialist Interest Groups regularly hold events around the country and these too provide an excellent opportunity to learn.

I would like to participate in Committees and Specialist Interest Groups but am remote from London and am very busy what does the CILA do to help me?

The CILA has facilities for committee members to join committee meetings remotely, by Skype conferencing, Web based meetings and more traditional conference calls. The CILA is always welcoming new participants and the new technology installed allows far greater participation.

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Who should I contact if I want to get more involved?

In the first instance please contact the CILA Secretariat by telephone 020 7337 9960, e-mail info@cila.co.uk, or if you are in London pop into Warwick House.

Can complaints be made to the CILA about members?

Yes. The CILA has a robust complaints procedure. Usually the complaint is reviewed by the Executive Director who is a Fellow of the Institute. If the complaint cannot be resolved at that stage the Executive Director will refer the matter to the Professional Conduct Committee which reports to the CILA Council. Complaints are recorded in the name of the person making the complaint, not the member. Sanctions can be brought against a member as detailed in the Charter, Bye-Laws and Professional Code of Conduct.

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