



The Insurance  
Institute of  
Leeds

Chartered Insurance Institute

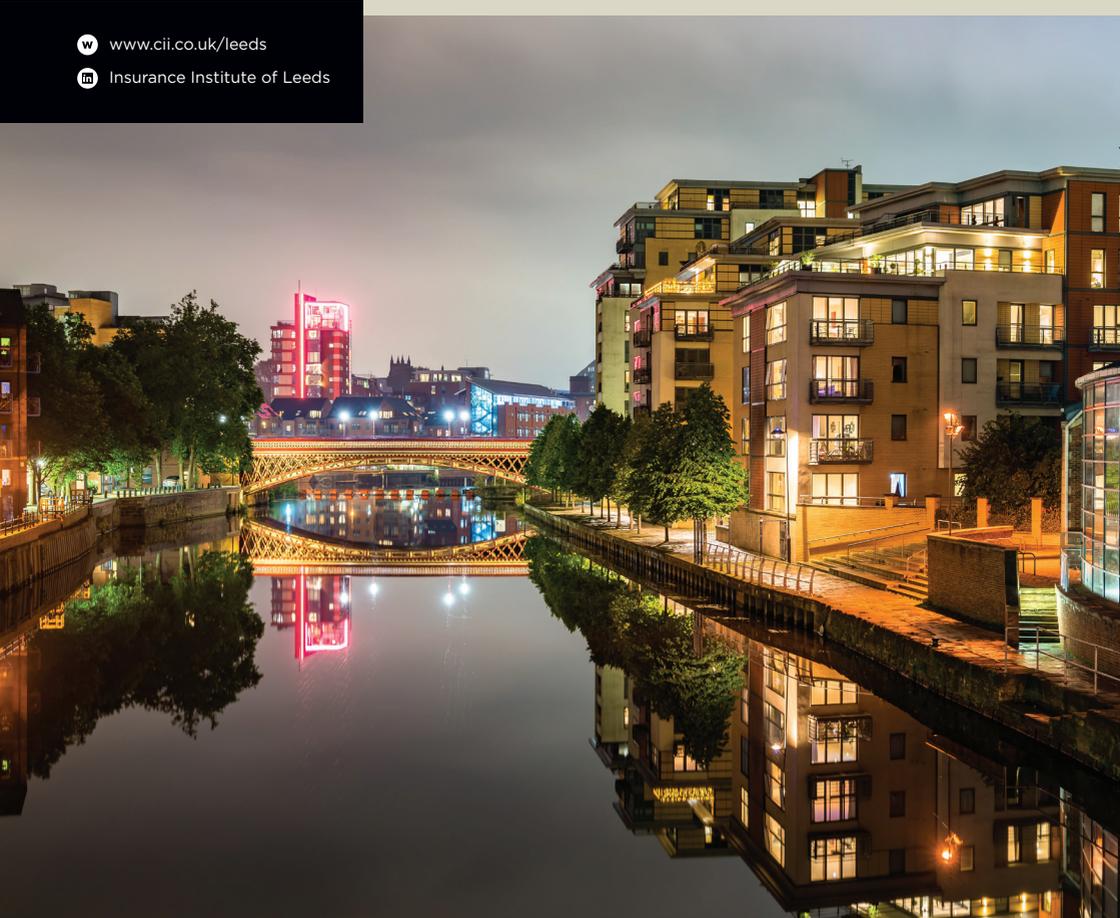
# CoverNotes

NOVEMBER 2023

Your guide to local career  
development

 [www.cii.co.uk/leeds](http://www.cii.co.uk/leeds)

 Insurance Institute of Leeds



# Welcome to the Autumn edition

## Introduction by Kate Edmondson, Leeds Cii President

2023 is flying past and we are well into Autumn already.

There have been lots of insurance market changes and lots of new case law to keep on top of in terms of but not limited to the Building Safety Act.

A lot of firms and regulatory bodies are spending lots of time on securing the future of their professions, and where and how we get new talent into all the different work areas.



The CII have come through with some great new opportunities to support this, namely the Springpod Virtual Work Experience programme - [Insurance Careers Work Experience - Insurance Careers Work Experience \(springpod.com\)](#) it starts the journey to address the talent shortage experienced in the profession.

And also how we can support our local schools with joining and supporting with Personal Finance Skills presentations - [Home - My Personal Finance Skills](#)

The CII also provide us as existing members, with opportunities to map and

develop ourselves and I would recommend you review the following resources.

[Professional Map link](#)

[Future me for members link](#)

I would also like to share our Justgiving Link for my charity this year – Manorlands Sue Ryder [Kate Edmondson is fundraising for Sue Ryder \(justgiving.com\)](#).

They provide first class support and accommodation for those that require it and I have picked the charity in memory of my close friend Becca, who also worked in Financial Services.

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**KATE EDMONDSON, BA(HONS), ACII**  
Chartered Insurance Broker

# Save the date!

## Leeds Cii Annual Dinner

### 9th February 2024

The annual Leeds Cii dinner will take place on Friday 9th February 2024 at New Dock Hall, Royal Armouries. Tickets are on sale now, please book these via the Leeds Cii website. Everyone from the insurance industry, associated industries and friends of the industry is welcome.

The night will be filled with networking opportunities, talks by industry professionals, a speech by our very own President Kate Edmondson, a three course meal, a photo booth, live music and much more! We look forward to seeing you all on the night.





# Careers in Loss Adjusting

## Careers in loss adjusting and life as a loss adjuster

**I am not sure anybody sits in school or the careers office and says that their ambition in life is to work in insurance or become a loss adjuster. The majority of people that I have worked with or spoken to in the insurance industry ‘fell’ into insurance for one reason or another. It is far from a boring career or job, but it’s almost hidden. It’s easy to want to become a doctor, vet or lawyer.**

These professions infiltrate our daily lives, and some are glamourised on TV and in films, but not many people have glamourised the world of insurance, yet. I believe they did make a film about a loss adjuster at one point, and although I’ve not seen it, I am sure it did not inspire a wave of eager school kids or graduates to hang onto this as a career.

It’s a shame that the profession of insurance and loss adjusting is not more widely publicised though. I cannot really say glamourised because if you are looking for a job where you will be wearing a spangly suit and having long lunches, it’s probably not for you. You could be on a farm one day, looking at a cow shed, in your wellies, in amongst mud and cow muck, or at a cement factory the next day with cement dust sticking to every part of your clothing and body. No two days are the same and you must be prepared for anything, and everything, including meeting individuals from all walks of life.

I had never heard of loss adjusting when I was at school or university. I had wanted to become a solicitor and “make a difference”. That, or a vet, but my family were adamant that I could never euthanise an animal (if it was healthy, they were right, and I’d live in more of a menagerie than I do!) I went off to university to study Law and then did the Legal Practice Course. When I graduated in 2009, the recession had hit hard, and fellow students had training contracts rescinded. I had not been able to even obtain one.

Skip a couple of years and I ended up in insurance, at a loss adjusting firm. It was male dominated but seeing the adjusters go off to their appointments and then listen to their reports as they dictated them, fascinated me. I started to help with claims a little more and then moved to having my own Employer’s Liability and Public Liability caseload. When I was made redundant from the loss adjusters, following a stint at a broker, learning even

**Loss adjusting is a fascinating career. I can genuinely say that I love it.**

more about various insurances, I landed a job at another loss adjusters, as a claims handler. I was soon promoted to loss adjuster predominantly handling personal injury claims. Now, having moved to McLarens, my experience and confidence have grown.

Loss adjusting is a fascinating career. I can genuinely say that I love it. No two days are the same and you meet some of the most interesting people. The skills you develop are different to any other career. You have to wear so many different hats. You may be an expert in liability (my field) or property, but you see so many different businesses, you have to adapt to these and become knowledgeable in many sectors. Insurance has so many nuances, you can develop a speciality. Having a keen interest in animals, I love dealing with Animal Act claims. Also, whilst when I first started dealing with them, I never thought I would enjoy them, I absolutely love dealing with tree related subsidence claims. They are complex and there are so many arms – or if you will – branches to them.

As with any career, there are downsides. The bonus of spending some of your week on the road visiting businesses, can, in turn, be lonely but I am fortunate that I have a great

network of colleagues to speak with and they are always at the end of the phone. It can also be a difficult job, but you can make it what you want.

It’s hard for me to sell loss adjusting to people who have little idea what the role is about but all I can do is speak about it passionately and hopefully this has come across. There are few young people in our profession and there are also less women than men. We are keen to attract more!

There are many firms offering graduate schemes or trainee adjuster roles now and others have opportunities to progress through the ranks from claims handlers/ technicians. All I would say is give it a go – explore the options and if you want more information, I am happy to discuss further or help with any advice.



**AMY SHEDDEN,**  
McLarens

# Treasure Hunt

After work on Thursday 8 June 2023, members of the Leeds Chartered Insurance Institute including turn out from Marsh Limited, UK Insurance Limited, AXA UK Plc, AVIVA Insurance Limited and Mills & Reeve LLP set off in teams from The Banker's Cat public house on a search for treasure.



The journey was a circular hunt and a gentle stroll around the city centre. We were all on a mission to not only improve our FitBit (or other well-known watch brand) statistics but to also raise vital funds for The Insurance Charities and Sue Ryder Manorlands Hospice. There were false friends along the way including, quite unbelievably, more than one statue involving a horse in the city centre.

The walk developed important transferable skills for us all in the insurance world such as to peruse our policy wording very carefully, for example, the words before

the manufacturers on the Thornton & Co Building are India Rubber and the number of millions in front of Calls Landing involved an addition to reach 76! We rounded the evening off with food in Trinity and drinks back at the pub.

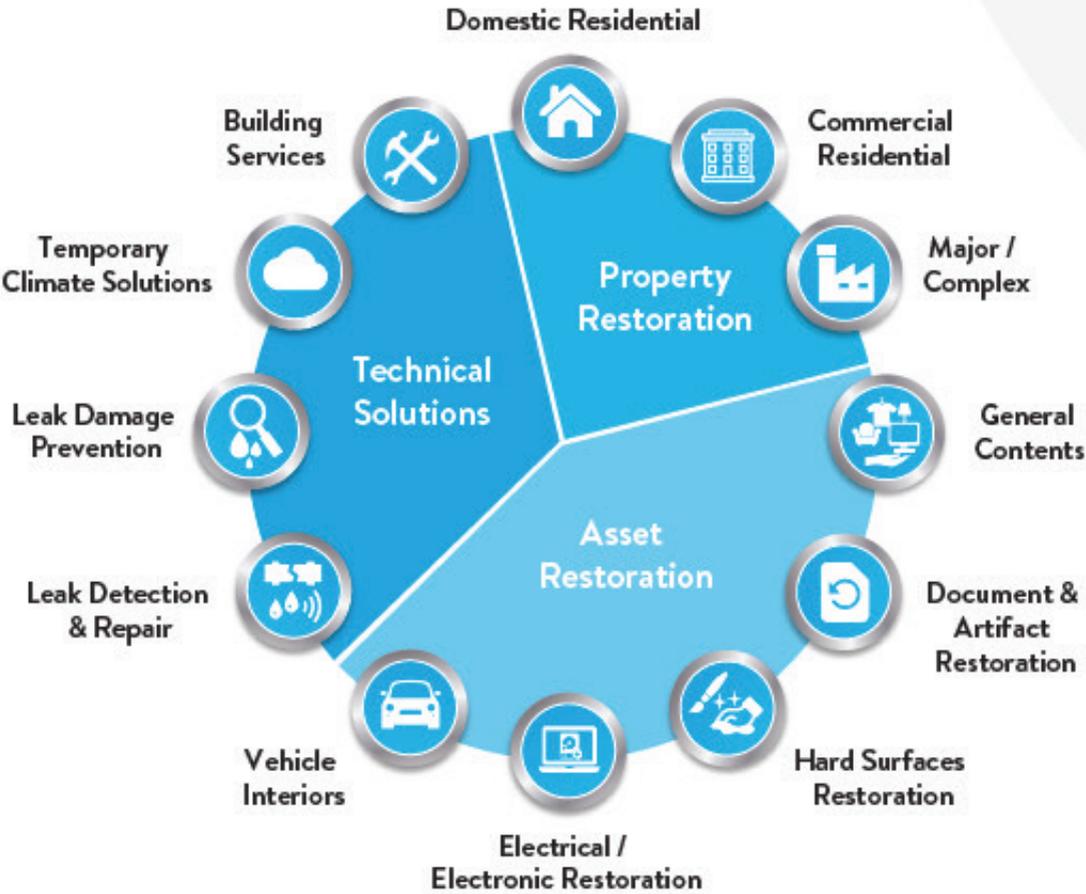
It was great to meet others working in the insurance world in Leeds and to raise funds for such an important cause. Well done to the NIG team for their win with 19.5 points out of 20.

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**ROBYN CUTTS,**  
Mills and Reeve



# Supporting Your Policy Holders for 70 Years



Market Leaders in supporting the UK in the after-effects of water, fire, and climate damage, ensuring lives get back on track, efficiently and with empathy by our specially trained Field Technicians and Claims Teams.

Our unsurpassed track record on sustainability ensuring we collaborate with the other industry leaders means we make positive contributions to the insurance market now and for future generations.

*"I am really pleased with Polygon and all the staff that I met during the last 5 months. They have been very professional in their conduct and knew their job well."*

*Special thanks to your technician who visited our property periodically to take moisture readings and install the drying equipment. He was punctual, diligent and kept us informed about the situation. I so wish other companies too had more people like him.*

*A very big thanks to Polygon. Do give yourself and other staff a pat on the back for being splendid at your work."*

Policy Holder



# Get involved with Cii events

Throughout the year there are many opportunities to attend Cii events locally, some of which are free to attend. We have a variety of events ongoing such as seminars, webinars, educational courses to assist with Cii exams as well as careers in insurance, networking opportunities, charity and social events.

A number of events in the diary currently are



## Harrogate Annual Dinner

24 November 2023 – 6:30pm – 12  
The Majestic Hotel



## Quiz night

28 November 2023 – 5 – 10pm  
Mad Frans



## Santa's seniors appeal

drop off any donations of presents / cards / wrapping paper by 1 December 2023 – to Rachel Morrison, Gallagher, Minerva House, 29 East Parade, Leeds, LS1 5PS



## 2024 Leeds Cii Annual Dinner

9 February 2024 – 6:30pm – 12  
New Dock Hall Royal Armouries

To book on to any of the above, please visit the Leeds local institutes Cii website:  
<https://www.localinstitutes.cii.co.uk/leeds/home/events/forthcoming-events/>