



The European Federation of Loss Adjusting Experts

**FUEIDI**

Professional, impartial, independent. >



The Federation aims to promote the independent / impartial profession of loss adjusting for the insurance industry and other areas of commerce.

The maintenance of high standards of professional conduct and competence are of primary importance.

Co-operation amongst professional associations in member countries will ensure unification of standards of expertise throughout Europe.



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- To create greater awareness of the Federation and to continue to develop and maintain high educational standards.
- To maintain unified standards of service to customers.
- To develop mutual recognition of qualifications.





### The objectives of the Federation are:

- The exchange amongst member associations of experience, information and advice on all questions of a professional nature.
- To promote the study of the profession of Loss Adjusting Expert by encouraging the maintenance of libraries, the publication of material, the provision of tuition to member associations and to their affiliates and the provision of grants and award.
- The professional training of member associations with a view to ensuring high

standards of education throughout the profession.

- To ensure unification of standards of expertise throughout the countries represented by the member associations.
- To ensure that member associations adhere to strict rules of professional conduct including maintaining qualities of integrity and impartiality.

The Federation aims to promote the independent / impartial profession of loss adjusting for the insurance industry and other areas of commerce.

The maintenance of high standards of professional

conduct and competence are of primary importance.

Co-operation amongst professional associations in member countries will ensure unification of standards of expertise throughout Europe

Members of the Federation and their affiliates aim to ensure that instructing principals receive the very best professional advice on the adjustment of loss.

The Federation represents the main Loss Adjusting Experts organisations in the member countries and continues to develop contacts to represent the adjusting profession as a whole.



The maintenance of high standards of professional conduct and competence are of primary importance





In 1968 there was an initial exploratory meeting in Cologne amongst fire experts with a view to forming an independent adjusters/experts association within the European Community.

Over the next few years this informal contact was developed leading to the adoption of Articles of Association and internal regulations. The Federation des Unions Professionnelles d'Expert en Dommages après Incendie et Risques Divers dans le cadre de la CEE (Federation of Professional Associations of Expert Adjusting Damage after Fire and Various Risks organised

within the framework of the EEC) was officially established in Paris on 12th May 1973.

Subsequently the Federation decided to extend its activities to the whole of Europe and changed its name to Fédération Européenne d'Unions Professionnelles d'Experts en Dommages après Incendie et Risques Divers – The European Federation of Loss Adjusting Experts.

The Federation currently has full members representing Austria, Germany, Belgium, Denmark, France, Italy, Luxembourg, The Netherlands,

Portugal, Spain, Poland and the United Kingdom and Republic of Ireland.

## Structure

The Federation is comprised of professional associations / societies / unions / institutes of independent, impartial experts in the adjustment of losses by fire and various risks, operating on behalf of Governments and insurance industry. These professional associations being recognised in their own countries. Members of the associations are not prevented from acting on behalf of insured parties / claimants.





## President

Kieran Rigby (CILA - UK)  
[president@fuedi.eu](mailto:president@fuedi.eu)

## 1st Vice President

Martin Schoerhuber (AFILA - Austria)

## 2nd Vice President

Christian Leif Hansen (DALAX – Denmark)

## Honorary Secretary General

Mark Vos - (NIVRE – The Netherlands)

## Auditor

Peter Korthals (NIVRE – The Netherlands)

## Executive Director

Peter Hamerslag (NIVRE – The Netherlands)  
[fuedi@fuedi.eu](mailto:fuedi@fuedi.eu)

## Marketing/Communication Director

Graham Cave (CILA – UK & Ireland)

## Education Director

Tony Clack (CILA – UK & Ireland)

## Marketing/Communication Committee

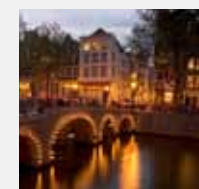
Graham Cave (Chairman) (CILA – UK & Ireland)  
 Rui de Almeida (CNPR – Portugal)  
 Marco Cincotti (AIPAI – Italy)  
 Hans Gsellmann (AFILA – Austria)

## Education Committee

Tony Clack (Chairman) (CILA – UK & Ireland)  
 Yves Legoux (CEA – France)  
 Mauro Tamagnone (AIPAI – Italy)  
 Mark Vos (NIVRE – The Netherlands)  
[education@fuedi.eu](mailto:education@fuedi.eu)

## Catastrophe Committee

Marco Cincotti (Chairman) (AIPAI – Italy)  
 Tony Clack (CILA – UK & Ireland)  
 Michel Stagnara/Yves Villet (CEA – France)  
 Mark Vos (NIVRE – The Netherlands)  
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FUEDI

## Education & Training



### Ensuring High Standards for Loss Adjusting Experts in Europe

FUEDI, the European Association of Loss Adjusting Experts has objectives which include ensuring high standards of education in the profession of loss adjusting and uniformity of expertise throughout its member countries.

These standards can be immediately recognised in the qualifications held by loss adjusting experts.

The highest level is a European Loss Adjusting Expert – FUEDI ELAE. This is awarded by FUEDI on completion of a minimum

of 8 years' professional experience, the completion of examinations approved by FUEDI, and possession of an academic qualification.

FUEDI also insists that all associations ensure that their own members achieve a minimum level of education.

At national level member associations can award a national loss adjusting qualification on completion of five years professional experience, combined with examinations approved by FUEDI, and an academic qualification.

At the technician level FUEDI encourages

member associations to offer examinations and qualifications for all those involved in claims handling. A minimum of two years insurance experience with insurance claims examinations can lead to the award of a national technician level qualification.

Fraud is a hot issue but it is not the only one. The maintenance of high standards is the 'bigger picture' and that's why we need professional associations like FUEDI to uphold the standards we used to take for granted...

We need a world we can believe in.



### For further information please contact:

Tony Clack on  
+44 20 7337 9960

### Education Committee

Tony Clack (Chairman)  
(CILA – UK & Ireland)

Yves Legoux (CEA – France)

Mauro Tamagnone  
(AIPAI – Italy)

Mark Vos (NIVRE –  
The Netherlands)



No one can doubt the experience and specific expertise of loss adjusting experts in the handling of catastrophic losses worldwide. FUEDI, the European Association of Loss Adjusting Experts has harnessed these skills in providing a central resource to adjust major catastrophic losses in any European location.

A catastrophic loss may involve hundreds of policyholders who expect and deserve an immediate response from the insurance industry or governmental organisations.

#### FUEDI is developing:

- Centralized action centres in each National Member Association. These centres providing the insurance community and/or governmental bodies with:
  - Total handling of the damage
  - Updated information on adjusting or registration
  - Updated estimates of costs
  - Simplified standard reports
  - Subsequent confirmation of satisfaction of all claims
- Human resources provided by adjusters and administrative staff, facilitated by all FUEDI member associations.
- Centralised resources for cleaning, restoration, de-humidifying, etc.

FUEDI is committed to completing these programmes as soon as possible and has set up a specific committee for this purpose.

We need a world we can believe in.

#### For further information please contact:

Marco Cincotti on  
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#### Catastrophe Committee

Marco Cincotti – Chairman

Tony Clack

Michel Stagnara

Mark Vos

## Germany

### BTE - Bund Technischer Experten e.V.

#### CONSTITUTION

- Representation of general and economic interests arising from the professional activity of members.
- Representation to legal and public administrations, insurance companies, industrial and commercial industry and other institutions.
- To advance knowledge and expertise of members.
- To ensure observance of strict ethical and professional conduct.

#### DETAILS OF PUBLICATION

Quarterly BTE reviews. Publication of technical bulletins.

#### EDUCATION AND TRAINING INFORMATION

Organisation of professional meetings and work sessions. Technical bulletins.

#### CONTACT

BTE - Secretariat  
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BTE FUEDI Delegate Ralf Schneider

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## Austria

### AFILA - Austrian Federation of Independent Loss Adjusters

#### CONSTITUTION

- To promote a high quality level and professional standards.
- To establish an education and training system.
- To provide international standards of claims management to the insurance industries through our members.
- To represent the members to national bodies and international organisations.

#### DETAILS OF PUBLICATION

AFILA - Info being distributed to members several times a year.

#### EDUCATION

Autumn and spring training sessions. Information on request.

#### CONTACT

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President Martin Schorkhuber

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AFILA FUEDI Delegate  
Martin Schoerkhuber

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## Belgium

### GEBCAI - Beroepsvereniging van de Experten B.O.A.R.

#### CONSTITUTION

GEBCAI is a Belgian association of loss adjusting professionals. See website for more information.

#### DETAILS OF PUBLICATION

We have our regular newsletter sent to all members by e-mail.

#### EDUCATION

Meetings with the members are held several times a year. These meetings are mainly educational, for example: JOURNEE D'ETUDE – LOI DETECTIVES PRIVES – 4 fevrier 2000 – Bruxelles.

#### CONTACT

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## Denmark

### DALAX

#### CONSTITUTION

- The promotion and protection of professional standards.
- Representation of members to claimants and their organizations in matters of general professional importance.
- Representation of members to public authorities and mass media in any case of common interest for importance to the profession.
- Representation of members to national and international professional organisations.
- Preparation of educational standards.
- To seek public accreditation.

#### DETAILS OF PUBLICATION

DALAX issues an information e-mail once a year.

#### EDUCATION AND TRAINING

Since 1997, members have been studying to courses at the Danish Insurance Institute which DALAX recommends for theoretical education. The Institute is the joint education and training centre for Denmark in the insurance industry. Following this the Board of DALAX evaluate theoretical and practical skills, which combined with experience with an independent loss adjusting business, qualifies them for the FUEDI – ELAE title.

#### CONTACT

Christian Leif Hansen [clh@cllh.dk](mailto:clh@cllh.dk)

Søren Haue [sha@cllh.dk](mailto:sha@cllh.dk)

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DALAX FUEDI Delegate Christian Leif Hansen

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Tel +45 44 85 86 88

## Spain

### APCAS, AEPGAS, AESPER

#### CONSTITUTION

- Representation of members.
- The promotion and protection of professional standards.
- Preparation of educational standards. Education and training information.
- To seek public accreditation.

#### PLATFORM OF SPANISH LOSS ADJUSTERS

Constituted 19th July 2006

#### POSITIONS

President: Manuel Torres Martín

Vice President: Juan Ángel López Rouco

Executive Secretary: José Villalba Ripoll

#### THIS PLATFORM IS COMPOSED BY TWO MEMBERS OF EACH ASSOCIATION

##### APCAS

Juan Ángel López Rouco - Chairman

Francisco de la Puente - Secretary

##### AEPGAS

José Villalba Ripoll - Chairman

José Cercós Martínez - Member

##### AESPER

Manuel Torres Martín - Chairman

Pablo Segovia Martín - Vice President

#### CONTACT

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Executive Secretary José Villalba Ripoll

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Website [www.aepgas.es](http://www.aepgas.es)

Website [www.aesper.com](http://www.aesper.com)

Spanish (AAA) FUEDI Delegates

Mr. José Cercós, delegate of the EDUCATION commission.

Email [j.cercos@grupocercos.com](mailto:j.cercos@grupocercos.com)

Mr. Pablo Segovia, delegate of the CATASTROPHE commission.

Email [psegovia@crawford-spain.com](mailto:psegovia@crawford-spain.com)

Mr. Santiago Calzado, delegate of the MARKETING commission.

Email [santiago@calzado-asoc.com](mailto:santiago@calzado-asoc.com)





## France

### CEA - Compagnie des Experts Agréés

#### CONSTITUTION

- To enhance the standards of the profession of loss adjusting experts.
- To offer to the insurance world, through its members, the largest possible service in claims settlement.
- To establish high standards of educations through "La certification des experts".

CEA was formed in 1936.

#### DETAILS OF PUBLICATIONS

Since 1990: L'Expert; quarterly review

#### EDUCATION & TRAINING INFORMATION

Annual training course is organized (in French). Information at CEA

#### CONTACT

CEA  
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75009 Paris  
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Fax +33 1 53 21 83 30  
Email [cea@expert-cea.com](mailto:cea@expert-cea.com)  
Website [www.expert-cea.com](http://www.expert-cea.com)



CEA FUEDI Delegate Yves Legoux  
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Telephone +33 1 56 59 34 07

## Italy

### AIPAI - Italian National Association of Insurance Adjusters

#### CONSTITUTION

- To establish solid foundations and improve professional ethical rules in the adjustment sector. To this end, its members are required to act in full respect of the Association's rules.
- To protect members' interests.
- To participate in congresses, committees and public and private organizations.
- To examine problems encountered in the profession and to seek out solutions.
- To improve members' professional qualification.

#### EDUCATION AND TRAINING

An AIPAI candidate member must:

- be more that 28 years old
- have worked in an AIPAI member's adjuster office for 4 years if he has an university degree, for 6 years if he has an university qualification, and 8 years if he has a school-leaver's certificate
- those who never worked in an AIPAI member's office, must successfully complete an interview and prove that they have undertaken independent professional activities for 6 years if they have an university degree, 9 years if he has an university qualification, and 12 years if they have a school-leaver's certificate the candidate membership period lasts for two years.

A candidate member then becomes a full member (level 1 FUEDI) or a senior member (level 2 FUEDI), once he has passed the professional exams and gained the professional experience required according to his starting qualifications.

#### DETAILS OF PUBLICATIONS

Newsletter twice a year.  
Notizario – yearbook

#### CONTACT

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## Luxembourg

**CEL - Chambre des Experts  
Du Grand - Duché de  
Luxembourg a.s.b.l**



### CONSTITUTION

Founded in 1998 combining with Financial, Arts, Medical, and Transportation experts. A Code of Conduct dictates Members must maintain impartiality and are governed by a professional Code of Ethics. The Chamber provides technical bulletins and holds regular seminars and represents the members for negotiations with the government, as well as national and international organisations.

### DETAILS OF PUBLICATIONS

Annual Journal.

### EDUCATION AND TRAINING

Seminars cover subjects relevant to continual professional development.

### CONTACT

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Fax +352 55 44 78  
Email robert.kousmann@tangram.lu  
Website www.chambre-expert.lu  
  
CEL FUEDI Delegate Marc Ostyn  
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## The Netherlands

**NIVRE**

### CONSTITUTION

- To advance the study of the profession of loss adjuster.
- To ensure observance of strict rules of professional conduct.
- To establish high standards of education.
- To publish books etc.

### DETAILS OF PUBLICATIONS

De Register-Expert (NIVRE).

### EDUCATION AND TRAINING

Available on request.

### CONTACT

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cat@nivre.nl  
education@nivre.nl  
fuedi@nivre.eu  
Website www.nivre.nl  
  
NIVRE FUEDI Delegate Mark Vos  
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## Poland

**SNELS**

### CONSTITUTION

- Integration of the claims handling professionals in Poland
- Promotion of independent claims and losses handling
- Representation of professional interests of members
- Protection independency and impartiality of members
- Enriching of professional knowledge of members and supporting them in maintaining high standard of services provided
- Providing international standards of claims handling to the insurance industry
- Ensuring observance of strict ethical and professional conduct.

### PUBLICATIONS

In stage of planning

### EDUCATION AND TRAINING INFORMATION

Organisation of professional training courses and certification of qualifications

### CONTACT

SNELS, ul. Jagielska 50 d, PL-02-886 Warsaw, Poland  
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SNELS FUEDI Delegate Mr. Maciej Kasperski  
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## Portugal

### CNPR - Câmara Nacional de Peritos Reguladores

#### CONSTITUTION

Main aims:

- Representation of members
- To enhance the standards of the Loss Adjusting Experts
- To establish high standards of training and education
- To ensure observance of strict professional conduct

#### DETAILS OF PUBLICATIONS

- Europeritos (once a year)
- Boletim Informativo (Monthly)

#### EDUCATION AND TRAINING

Annual training plan (Workshops and Seminars conjointly with several institutions as Universities and other main bodies).

#### CONTACT

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CNPR FUEDI Delegate Rui De Almeida

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## United Kingdom & Ireland

### CILA - The Chartered Institute of Loss Adjusters

#### CONSTITUTION

Incorporated by Royal Charter in 1961 which establishes core values of Education, Examination and Professional Standards. A Code of Conduct dictates Members must maintain impartiality. The institute provides books, publications and technical bulletins to Members.

#### DEFINED BY ROYAL CHARTER

- To advance the study of the profession of loss adjuster.
- To ensure observance of strict rules of professional conduct.
- To establish high standards of education.
- To publish books etc.

#### DETAILS OF PUBLICATIONS

Claims Focus Newsletter – quarterly.

#### EDUCATION AND TRAINING

Study Guides and technical bulletins available on the CILA website.

#### CONTACT

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## Contact

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The European Federation of Loss Adjusting Experts

