

## Overview

The Chartered Institute of Loss Adjusters (CILA) is poised to address the challenges and opportunities of the next 3 to 5 years with a strategic vision that champions professional excellence, technological adaptation, and thought leadership across all technical disciplines, underpinned by a commitment to inclusivity, diversity and global collaboration.

Our manifesto commits to a future-proof profession that is equipped to navigate the complexities of an evolving risk landscape and to uphold the trust and efficacy of the insurance claims process. Crucially, this means supporting individuals in their professional development and output, to be respected, relevant and representative.



THE CHARTERED INSTITUTE  
OF LOSS ADJUSTERS

## About the Institute

The Chartered Institute of Loss Adjusters (CILA) is a globally recognised membership organisation for claims professionals.

The Institute sets the professional and ethical standards for those who work in the handling of claims through its qualification framework and guide to professional conduct.

## Get In Touch



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# CHARTERED INSTITUTE OF LOSS ADJUSTERS

Un-chartered waters?

Navigating change with trust, expertise  
& ethics

*Manifesto 2024*

## Context

### Where Are We Now?

Currently, CILA stands as a beacon of professional standards in the loss adjusting and claims community. With the insurance landscape undergoing rapid changes due to regulatory, climatic, and technological shifts, loss adjusters are increasingly crucial in the insurer-customer relationship.

CILA's existing framework of qualifications and professional standards sets a solid foundation for the profession's future.

But, as always, there's more that can be done, and this manifesto sets out our 3-5 years plan to address current and future challenges and opportunities.

## Issues, Challenges & Opportunities

- Regulation:** The recent focus on customer outcomes necessitates a renewed commitment to professional conduct and service quality.
- Extreme weather:** Climate change impacts require robust management of catastrophe (CAT) and surge events and resource allocation to maintain service standards.
- Emerging risks:** Adjusters must be adept at responding to risks that are ever evolving and equip themselves with the skills to respond to the changing risk landscape.
- Technology and data:** The shift towards digitalisation demands a balance between leveraging new tools and maintaining essential soft skills.
- Talent:** Attracting and nurturing talent with diversity, equity, and inclusion being central to industry progress.

## Forward thinking CILA Solutions



### Trust

- Government & Policy Interaction
- Visibility & Profile
- Expanding Reach



### Expertise

#### Evolution of Learning & Qualifications

- Enhancing Syllabi
- Strengthening Accreditation
- Chartered Mission

#### Leveraging Technology

- Digital Transformation
- Professional Development



### Ethics

#### Professionalism & Conduct

- Guide of Conduct
- Trust Building

#### Addressing the Talent Challenge

- Career Pathways
- Diversity, Equity, and Inclusion
- Visibility and Attraction

## The Future Vision: *A profession that's future ready*

CILA envisions a profession that is agile, technologically proficient, and deeply human-centric.

As we look toward the next 3 to 5 years, our focus will be on preparing loss adjusters to be multi-skilled, empathetic, and adaptable, ensuring that the profession remains at the forefront of the insurance industry.

We aim to cultivate a community of professionals who are not only technically skilled but also possess the interpersonal attributes to navigate the complexities of claims, all while maintaining the trust and confidence of the public.

By achieving this balance, CILA will continue to advocate for the efficiency and effectiveness of the loss adjusting profession, driving it to new heights of professionalism and recognition.

Our commitment to growth, learning, and excellence will secure our place as a pivotal institution within the insurance sector, delivering on our pledge to make a real difference for our members, the industry, and policyholders alike.

**Together, we will be ready and able to navigate change through trust, expertise and ethics..**