



ASSOCIATION OF Average Adjusters

PRESS RELEASE

8 May 2025

For immediate release

“Don’t underestimate the importance of people”, says Chair of the Association of Average Adjusters

At its annual conference at Lloyd’s of London this week, Chair of the Association of Average Adjusters (AAA) Ann Waite was clear that good communication and a hands-on approach was vital to ensure the continuation of high-quality average adjusting. She said:

“High levels of communication are required between those involved in a maritime casualty. Collaboration with colleagues, clients and experts is vital but I am concerned that today’s increasing reliance on keyboards and screens in place of phones and face-to-face will erode the richness of verbal and non-verbal cues vital for meaningful communication.”

“Similarly, the introduction of AI will be relevant in some classes of insurance such as claims assessment in a motor or treaty reinsurance claim. But a vessel collision involving salvage, general average and pollution cannot, in my view, be correctly handled by an algorithm. We shouldn’t understate the importance of people. Like many, I have experienced distressing situations involving loss of life and environmental catastrophes in addition to the usual property losses. Brokers and average adjusters are often the agony aunt of the shipowner during such difficult times bringing knowledge, guidance and reassurance to a shipowner unfamiliar with such situations. I’m not convinced that AI will be able to mirror these human-centric traits.”

“I fully recognise the importance of moving with the times, embracing change and adopting new technologies but, at the same time, I urge my average adjuster and claims colleagues to keep talking”

Ms Waite went on to highlight a number of issues that would exercise average adjusters in the future including updated insurance practices, the move to net zero, autonomous vessels and a focus on diversity and inclusion.

Ms Waite then reported on the wellbeing of the Association saying:

“The fact that I’m introducing the 156th annual conference speaks volumes about our continuing health and relevance. I’m delighted to see that our membership grew by 14% last year and we now number 491 members from 42 countries.”

“The core purpose of the Association remains to promote professional standards and correct principles in the adjustment of marine claims by ensuring, through examination or otherwise, that those entering into membership possess a high level of expertise. I’m delighted to report that over the past year, eleven members have qualified as Associates, one of our existing Associates has become a Senior Associate and we also welcome a new Fellow.”

“During the last 12 months we promoted our internationalism through our hybrid seminar held in London and through our Asian Gathering welcoming all members which, this year, was held in Hong Kong.”

Ms Waite will step down as Chair at the conclusion of the Annual Dinner today and will pass the office to Chris Kilbee from MCO average adjusters headquartered in Singapore. Chris has been an Average Adjuster for 50 years and a Fellow of the AAA since 1987. Stelios Magkanaris becomes Vice-Chair, he qualified as a Fellow in 2017 and runs Marine Adjusters and Consultants Inc in Greece. David Clancey stands down as Convenor of the Advisory & Dispute Resolution Panel in favour of Joseph Shead.

Examination successes October 2024-March 2025

Fellow

- Ronaldo Drège, Albatross Adjusters (Limassol)

Senior Associate

- Alexander Shaw, Richards Hogg Lindley (London)

Associates

- Niketas Matsentides (Cyprus)
- Jae Hong Park (Panama)
- James Heald (London)
- Pietro Berlingieri (London)
- Muhammad Azhar Abdul Latip (Singapore)
- Anthony Kydonieffs (London)
- Kate Wieczorek (London)
- Joane Yunizar (Jakarta)
- Simos Pontikos (Greece)
- Luthfiah Farharani (Jakarta)
- John Mantzaris (Greece)

For more information and pictures contact:

Mike Elsom

mike@mikeelsom.com

Notes to editors:

The Association of Average Adjusters promotes professional standards and correct principles in the adjustment of marine claims by ensuring, through examination or otherwise, that those entering into membership possess a high level of expertise. The Association publishes Rules

of Practice which have been established to achieve uniformity of practice in the adjustment of marine insurance claims and general average.

Its aim is to achieve uniformity of practice amongst Average Adjusters by providing a forum for discussion and by establishing rules of practice where necessary. It ensures the independence and impartiality of its members by imposing a strict code of professional conduct.

Additionally, it provides a service to the maritime community with established procedures where they may obtain advice on all aspects of marine claims to assist settlement.

www.average-adjusters.com