

Reference: 20190573



2 October 2019

[REDACTED]

[REDACTED]

Thank you for your Official Information Act request, received on 23 August 2019. You requested:

“ Full copies of any reports, memos or other documents from 1 January, 2012 to October 1, 2014 which mention Southern Response's policy of using two Detailed Repair/Rebuild Analysis, one of which was held back from the customer, when settling claims.

• Any email correspondence between Treasury staff, or between Treasury and Southern Response, which mention Southern Response's policy of using two Detailed Repair/Rebuild Analysis, one of which was held back from the customer, when settling claims.”

Clarification was obtained from you on 28 August 2019 that you were seeking information related to the second bullet point above within the time period from 1 January 2012 to 1 October 2014.

I decided on 12 September 2019, under section 15A of the Official Information Act to extend the time limit for deciding on your request by an additional 20 working days. The new due date for responding to your request was **18 October 2019**.

The extension was required because your request necessitated a search through a large quantity of information, and consultations are needed before a decision can be made on your request.

We have searched our archives and other records and can find no reports, memos or other documents that are relevant to the scope of your request. Officials who were responsible for Southern Response Earthquake Services Limited during the time period have examined their emails and can neither find any emails which fall within the scope of your enquiry, nor recall any emails, reports, memos or other documents that are within scope.

We have attempted to recover the emails of relevant former staff but have been unable to do so.

On the basis of the explanation above your request is refused pursuant to Section 18(e) – the document alleged to contain the information requested does not exist or cannot be found

Please note that this letter (with your personal details removed) and enclosed documents may be published on the Treasury website.

This reply addresses the information you requested. You have the right to ask the Ombudsman to investigate and review my decision.

Yours sincerely

Shelley Hollingsworth
Manager, Commercial Performance