



# Independent Oversight Committee

## Independent Oversight Committee information release

**May 2022**

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# Independent Oversight Committee – February Meeting Minutes

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**Location:** Greater Christchurch Claims Resolution Service, MBIE Office, Grand Central Building, 145-161 Cashel Street, Christchurch and via Microsoft Teams

**Date:** 11 February 2022

**Time:** 10.40am – 4.25pm

**Present:** David Ayers - Chair (DA), Nina Khouri (NK), Sandra Manderson (SM) and Fiona Mules (FM)

**In attendance:** [23] (Secretary)  
Matthew Beilan (Treasury Commercial Performance Senior Analyst)  
Southern Response Earthquake Services Limited (SRES) – Casey Hurren (Chief Executive - SRCE), Veronica Cress (General Counsel - SRGC), Susan Downes (Acting Unit Manager - SRAUM), Daniel Hickling (Project Manager - SRPM), Anna Dobson (Unit Manager - SRUM)  
Southern Response Board – Alister James (Chair), Bevan Killick, Aedeon Boadita-Cormican, Fiona Pimm

## Agenda items

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1. **Welcome, apologies and quorum – DA welcomed** members. There were no apologies and the quorum was met.
2. **Committee members' interests** – No conflicts in relation to any Agenda items were advised.
3. **Minutes of previous meeting** – Moved by DA, seconded by FM and carried unanimously.
4. **Matters arising from Minutes** –

- 4.1. Review of Draft Operating Principles.

**FM and Secretary** to make changes to draft document as agreed.

**Secretary to prepare** a checklist for IOC based on SRES monthly dashboard to ensure IOC KPIs are being met.

General discussion around:

- timeframes for each part of Package process;
- dashboard information;
- further documentation and information required from SRES on an on-going basis;
- potential impact of Covid on delivery of the Package and steps taken by SRES to mitigate any impact.

**[MB welcomed at 11.20am]**

5. **General business**

- 5.1. **Correspondence sent and received** –

NK had had an email exchange followed by a Zoom meeting with SRGC in relation to the discontinuance judgment and changes to the Package Review Process.

DA had regular monthly telephone conversations with SRES Board Chair and CE.

5.2. **Other general business** – nil

5.3. **Review December 2021 Ross proceedings discontinuance and implications for IOC work going forward** –

NK reviewed *Ross* proceedings in terms of background, process of decision making and implications of decision on IOC.

General discussion on reporting requirements in judgment and how IOC would best action these.

5.4. **Update on OIA Process for documents to be placed on IOC webpage** (moved to s8 below due to time constraints)

**[Welcome to SRES Board members joining for informal lunch and SRES attendees]**

Introductions to new SRES Board members and informal discussion on various matters including;

- Recruitment of staff
- Covid 19 protocols
- Package timeframes
- How to best ensure all those entitled to claim under the Package do so
- Reporting
- Regular meetings with IOC/Board (twice yearly) and telephone calls (monthly at least)
- Obtaining policyholder feedback on Package process

**[SR Board members departed, and the meeting resumed at 1.40pm]**

*This section of the minutes is legally privileged as it relates to confidential and legally privileged information provided to the Committee by the General Counsel of Southern Response and/or legal advisors to Southern Response about significant litigation involving Southern Response and legal advice that has been received by the Company. This information has been provided to the Committee pursuant to a limited waiver of privilege on the basis that the confidential and privileged status of this information will be preserved.*

6. **General matters** –

6.1. **Deregistered Companies** – SRGC provided an update on this and other similar issues such as dissolved trusts.

6.2. **Register of Legal issues** – updated this month. No changes to Discretionary Issues Register.

6.3. **OOS claims** – SRGC provided an update. The template offer letter for OOS is being finalised and **SRGC will have a draft to IOC by the March meeting.**

6.4. **Package Review Process** – update on timeframes for implementation of this, proposed changes to process and IOC ongoing involvement in process.  
**SRGC will circulate documents as they are available.**

7. **Company update** –

7.1. **Legal landscape** – *Sneesby* application for leave to bring a representative proceeding will be heard before Associate Judge Lester on 14 February 2022.

7.2. **Operational Progress** –

SRUM and SRAUM provided updates on progress and recruitment.

Procedures are being streamlined where possible to create efficiencies. Any proposed changes are put through KPMG to check possible changes to risk profile.

**SRES will provide** further information as to timeliness of claims including total average days to settlement, spread of days at each stage, mean/median number of days at each stage. IOC require a sense of how long “standard” Package claims are taking to process.

**SRES will provide** KPMG random sampling reports and in-house compliance reports in relation to the Package to IOC on an ongoing basis.

**SRUM will include** deadlines for completion of the documentation of the remaining processes in the Unit Manager’s report.

Discussion about the court requirement for filing of IOC reports. **SRGC** is intending to propose to the court a process for meeting the court requirement, for which IOC was supportive, and will provide the IOC with a draft of the proposed memo to the court prior to filing.

7.3. Complex claims case study – deferred to March.

**SRES attendees and MB departed at approximately 3.30pm followed by a short break**

8. **Administrative matters –**

8.1. **SM will contact** Secretary to arrange one on one Diligent training. **FM will contact Treasury CASS** re emails to phone.

8.2. **Other admin –** OIA process timeline for webpage documents. Reports and Minutes with SRGC and will be reviewed next week.

9. **Other business – Secretary will liaise with MB** re possible Policyholder “comments” section on IOC webpage.

10. **Working session – Report writing – Crown, Board and Policyholder**

**Secretary will forward** updated versions of reports as discussed.

11. **Summary and close of meeting –** Meeting closed at 4.25pm.

**Next meeting – 11 March 2022** (proposed to be via MS Teams and with a 10.00am start time)