



# Independent Oversight Committee

## Independent Oversight Committee information release

May 2022

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# Independent Oversight Committee – November 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:** 19 November 2021

**Time:** 10.40am – 2.43pm

**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)

## Agenda items

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1. DA **welcomed** members and facilitated **introductions** between Matthew Beilan (MB) and members.
2. **Apologies and quorum** – There were no apologies and the quorum was met.
3. **Committee members' interests** – [23] advised that [23] had received the discontinuance letter. Prior to this, neither [23] were aware that [23] was part of the group affected by the Package. [23] confirms that there will be no discussion between them in relation to any IOC matters and DA is satisfied that there is no conflict. **The Secretary will** record this disclosure on the Interests Register.
4. **Administrative matters** –
  - 4.1. The Secretary updated Diligent progress. **She will** follow up with FM's other Board contacts to establish the reason for the delay in FM's access to IOC Diligent.
  - 4.2. IOC emails are still not working as intended. **The Secretary will** provide relevant information to MB who will follow up with the IT Help desk.
5. **Minutes of previous meeting** – Approval of minutes moved by NK, seconded by SM and carried unanimously.
6. **Matters arising from the Minutes** –
  - 6.1. MB has been working with Treasury on the webpage for the IOC. It is intended that the IOC Minutes and Reports will go through the OIA process prior to being released. **MB will** make inquiries about the process for pro-actively releasing these documents on an ongoing basis.  
  
There is to be a link to this IOC page from the SRES website and back to that website from the IOC page.  
  
**The Secretary will** work on draft wording with MB.
7. **Matters for Committee approval** – There were no matters requiring Committee approval.
8. **Other business** –

## 8.1. Correspondence sent and received –

8.1.1. DA received an email from [23] requesting IOC meeting Minutes. He referred [23] to Treasury and has had no further correspondence in this matter.

8.2. **Policyholder reporting – The Secretary will** draft a report for Policyholders based on previous Crown reports. It is intended that this report will be available to policyholders on the IOC webpage.

8.3. Under the new Covid Protection Framework (Traffic Light System) [23] hopes to be able to attend meetings in person again where possible. [23] returns to New Zealand in February but will likely be in isolation for the February meeting.

8.4. **It was agreed** that the January 2022 meeting will be held by Circular Resolution as allowed by the Terms of Reference.

SRES attendees joined meeting at 12.00pm followed by a short break for lunch.

## 9. General matters

9.1. Introduction to Susan Downes who is Acting Unit Manager in Anna Dobson's absence.

9.2. Short discussion about communications between meetings to cover off any important updates. **DA and SRCE will** schedule a regular telephone conversation to update on any significant issues.

9.3. Update on possible changes to SRES Board. A catch up with Board members will be useful in early 2022. **DA will** contact SRES Board Chair to suggest this.

## 10. Company update –

***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.***

### 10.1. Operational progress –

10.1.1. Many enquires and registrations have come in as a consequence of the thousands of emails and letters sent to policyholders. There are approximately 1200 registrations to date.

10.1.2. Once SRES has worked through the active cases, work will be done to follow up on undeliverable letters and other policyholders who have yet to be contacted. Some may have contacted SR despite not having received any communication so the number of uncontacted policyholders may reduce as the claims are worked through.

10.1.3. There have been some teething issues but these are matters SRES had prepared for and there have been no surprises to date.

10.1.4. The Applyid tool has been very useful and has provided a good level of confidence and comfort in terms of confirming the identity of policyholders.

10.1.5. Buddle Findlay have been engaged to prepare a Covid 19 policy to ensure the safety of staff and policyholders to the greatest extent possible.

- 10.1.6. SRES supplied information in relation to specific questions from IOC relating to complex claims, quality assurance and the formatting of calculations.
  - 10.1.7. **Policyholder companies removed from the register** – SRES responded to IOC queries around policyholder companies in this position. SRES are liaising with interested parties in an attempt to facilitate a resolution. **SRES will** review communications with policyholders on this issue and will update the IOC at the next meeting.
  - 10.1.8. **Recruitment** continues with various options available including the possibility of having a temporary pool of staff. Legal recruitment has been successful so far but also continues, including a legal administrative assistant.
- 10.2. **Legal Landscape** –
- 10.2.1. Developments in *Ross* and *Sneesby* legal proceedings updated.
  - 10.2.2. **SRGC will** forward most recent *Ross* documents (submissions from both parties regarding the discontinuance of the Ross class action) next week.
  - 10.2.3. **SRGC will** provide updated registers for Current Legal issues and Discretionary Issues the week prior to each IOC meeting where there have been changes. If there have been no changes, **the Secretary will** send the current registers with the meeting Agenda.
- 10.3. **SRES will** work through a complex case study at the December IOC meeting.
11. **SRES attendees departed at 2.00pm**
12. **General business** –
- 12.1. **Reporting** – Members reviewed matters for inclusion in the December Report.  
**The Secretary will** prepare a draft Crown Report for circulation the week before the December meeting (as well as the Policyholder Report referred to in 8.6 above).
  - 12.2. **Business processes** – general discussion of items to be reviewed with SRES at the December meeting. **The Secretary will** add these items to the December Agenda.
13. **Next meeting** – 10 December 2021
14. **Summary and close of meeting** – Meeting closed at 2.43pm (NK left the meeting at 2.33)