



# Independent Oversight Committee

## Independent Oversight Committee information release

June 2022

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# Independent Oversight Committee – April Meeting Minutes

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**Location:** via Microsoft Teams  
**Date:** 8 April 2022  
**Time:** 10.30am – 3.05pm (followed by working session – April Reports)  
**Present:** David Ayers (DA – Chair), Nina Khouri (NK), Sandra Manderson (SM) and Fiona Mules (FM)  
**Apologies:** No Apologies  
**In attendance:** [23] (Secretary)  
Southern Response Earthquake Services Limited (SRES) – Casey Hurren (Chief Executive - SRCE), Veronica Cress (General Counsel - SRGC), Daniel Hickling (Project Manager - SRPM), Anna Dobson (Unit Manager - SRUM)

## Agenda items

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1. **Welcome, apologies and quorum** – Chair **welcomed** members and noted the quorum was met and there were no apologies.
2. **Committee members' interests** – No conflicts in relation to any Agenda items were advised.
3. **Minutes of previous meeting** – Carried unanimously with suggested amendments partially approved.
4. **Matters arising from Minutes** – Committee reviewed all SRES suggestions relating to website documents, making changes as necessary. Discussed further below with SRES. **Secretary will** confirm Court filing requirements with SRES. **Secretary will also** merge the two existing versions of the website homepage and forward these to IOC and SRES for final review.
5. **General business**
  - 5.1. **Correspondence sent and received** – nil
  - 5.2. **Reviewed draft Document Release Policy** – See below

[Break for brunch from 11.50am to 12 noon. SRES attendees arrived at 12pm. FM briefly absent as in transit.]

6. **General matters** –
  - 6.1. Reviewed suggested changes to **Policyholder Report** making changes to draft. **Secretary will** forward revised version to all attendees for final review before sending to Treasury for publication.
  - 6.2. **Redactions to Crown Reports** – updated redactions provided, and **IOC will** review as soon as possible and advise Treasury when/if approved.  
**Document Release Policy - Secretary will** create a table for this including clear time frame expectations at each stage and will forward to all attendees.
  - 6.3. **Package Review Process** – reviewed updated settlement letter and provided additional suggestions. Update on progress with Independent reviewer/s, and other general matters.

- 6.4. **OOS claims** – General discussion of SR approach to these cases. SR ready to begin processing existing applications and will begin contacting OOS only policyholders in accordance with the updated timeline.
7. **Company update** –
- 7.1. **Legal landscape** – SRCG provided update on current issues including *Sneesby*. Discussion around OOS documentation.
- 7.2. **Current Legal issues** – Update on issue with market value and sum insured insurance policies. This work will be progressed further in coming weeks.
- Discretionary issues** – New issue discussed at length.
- 7.3. **Operational Progress** –
- SRUM provided updated dashboard figures. There is a significant increase in settled applications this month.
- Recruitment has continued with four new staff joining recently. Emphasis will be on training new staff and settling in before any additional staff recruited.
- Review and streamlining of Business Processes continues. **OOS processes will be drafted** as the first applications are processed and should be available for the next meeting.
- Review of contact project/anticipated timelines.
- SRCE will provide** Statement of Performance expectation targets for Package applications for the next meeting.
- 7.4. **SRUM will provide** details of finalised negotiated settlements in reporting documents from next month.
- 7.5. Complex Claim Case Study **deferred** until in-person meeting resumed.
- 7.6. **Additional item** – IOC provided detailed feedback in relation to the SRES document suite.
- [SRES attendees departed at approximately 1.55pm followed by a short break]**
8. **Administrative matters**–
- 8.1. **Secretary will prepare** a gap analysis of the KPI checklist for next month.
- 8.2. **Reappointment of IOC members** – general discussion of timing, requirements, and performance evaluation. **DA will telephone** David Stanley to discuss this.
- 8.3. **DA will telephone** SRES Board Chair to consult before publication of Policyholder Report and other website documents as required by the ToR.
9. **Summary and close of meeting** – Meeting closed at 3.05pm
10. **Working session to 3.30pm** – April reports. **Secretary will** make agreed changes and will send to IOC for further comment.
- Next meeting – 13 May 2022**