



# Independent Oversight Committee

## Independent Oversight Committee information release

**July 2022**

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# Independent Oversight Committee – May 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:** 13 May 2022

**Time:** 10.30am – 3.10pm

**Present:** David Ayers (DA – Chair), Nina Khouri (NK), Sandra Manderson (SM)

**Apologies:** Fiona Mules (FM)

**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 an apology has been received from FM.
2. **Committee members' interests** – No conflicts in relation to any Agenda items were advised.
3. **Minutes of previous meeting** – Approved unanimously with no amendments.
4. **Matters arising from Minutes** –
  - 4.1. Action items reviewed and ongoing/incomplete items noted.
  - 4.2. Gap Analysis reviewed. **Secretary will** flesh out the final column to provide an overview of the information received from SRES and **will make** other suggested changes for the next meeting. IOC will review and amend scope as necessary at that time.
  - 4.3. Review SRES papers. Noted points to raise with SRES below.
5. **General business**
  - 5.1. **Correspondence sent and received** – Discussion re email received by NK last week. IOC to discuss issues raised with SRES below.
  - 5.2. **Other general business** – webpage now live. **Committee agreed** that IOC members may refer to the webpage in their social media/linked in profiles if they wish to do so.

[SRES attendees arrived at 12pm followed by 30-minute lunch break]

6. **General matters** –
  - 6.0. **Other General matters (moved from 6.4 below)** –
    - 6.0.1. IOC explained purpose of its KPI/internal checklist document and SRCE requested a copy.
    - 6.0.2. SRES addressed IOC queries raised in 4.3 above – including, intended audience for SRES papers once finalised; dispute resolution processes; protections against identity theft/fraud; and proof of identity requirements for Out of Scope (OOS) applications.
  - 6.1. **Package Review Process** – First external reviewer approved by stakeholders. **Appointment documents will be circulated** in due course. Process has been finalised and SRES have staff in place.

- 6.2. **IOC Document Release Policy** – Updated draft approved and **will be reviewed** in six months.
  - 6.3. **Link from SRES website to IOC page** – SRUM **will attend** to this.
  - 6.4. **General matters** – see 6.0 above
  7. **Company update** –
    - 7.1. **Legal landscape** – SRGC provided update on *Sneesby* and *Ross*. IOC documents filed with the High Court to date have been acknowledged and are acceptable.
    - 7.2. **Current Legal issues and Discretionary issues** – Further work is being carried out on issues relating to market value and sum insured policies. **The secretary will** add the whiteboard diagram created during this discussion to Diligent.
    - 7.3. **Operational Progress** –

SRUM provided updated dashboard figures. SRES has now concluded over 1000 settlements with individual policyholders under the Package.

Media campaigns will begin next week, and direct contact will be made with policyholders when CRMs have capacity for additional applications. The next goal is to engage with those policyholders who have not responded to SRES outreach to date.

OOS processes continue to be updated as these applications are being processed (11 to date). A Claims Assessment Tool is being developed for OOS applications.

Verbal update on deregistered company policyholders and negotiated settlements. **These will both be added** to SRUM Report next month.
    - 7.4. Complex Claim Case Study – no longer relevant as complex cases have generally been worked through and processes amended so that these cases are now in “simple” category.

**The secretary will file documents relating to this case study in the Diligent Resource Centre.**
    - 7.5. **Additional item: ensuring consistency of policyholder treatment** – SRES responded to IOC queries in relation to consistency between CRMs and methods for ensuring this. SRES provided a high-level overview of the various systems in place for ensuring consistency. This includes peer reviews and a delegated authority framework for different claim types and values at an operational level, as well as Quality Assurance and audit reviews undertaken on a regular basis. SRES also undertakes additional one-off pieces of work to ensure consistency of how claims are managed where appropriate (e.g. external reviews of Package processes and controls).

**SRUM will provide** an updated template settlement agreement and the business process documents used for audit reference purposes and **the secretary will add these to Diligent.**

**SRUM will add additional column** to the Dashboard re total potential claimants so that it is easier to see at a glance monthly progress in relation to the overall Package delivery goal.
- [SRES attendees departed]
8. **Other matters**–
    - 8.1. **Secretary will make** suggested changes to ToR and send to IOC for comments.
    - 8.2. **DA will discuss** possible changes to reporting periods with Treasury.
  9. **Administrative matters and review Action Items**
    - 9.1. **NK will respond** to Treasury in relation to the procurement issue.
    - 9.2. IOC evaluation discussion **deferred** to next meeting
  10. **Summary and close of meeting** – Meeting closed at 3.10pm
- Next meeting – 11 June 2022**