



# Independent Oversight Committee

## Independent Oversight Committee information release

July 2022

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# Independent Oversight Committee – June 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:** 10 June 2022

**Time:** 10.30am –3.45pm

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

## 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** – Approved unanimously with suggested amendments.
4. **Matters arising from Minutes** –
  - 4.1. Action items reviewed and ongoing/incomplete items noted.
    - 4.1.1. DA confirms that Treasury agree to reduce reporting to quarterly. **DA will contact** SRES Board Chair to request the same change to Board reporting periods.
    - 4.1.2. Treasury have requested that webpage publishing be aligned with Reporting periods (three months of minutes to be published together with the quarterly report). IOC prefer to have minutes published as they are approved. **DA will revert** to Treasury with IOC view.
    - 4.1.3. **DA will contact** the Treasury to progress matters relating to contract renewals and a suggested replacement for FM.
  - 4.2. Information Analysis Checklist (KPI document) reviewed and amended. **NK and secretary will liaise** to update and draft email to **send to SRES with Template** document.
  - 4.3. Short discussion re FY2022 Q3 Report.
  - 4.4. **Agreed to** SRES suggestions regarding the proposed changes to the IOC Terms of Reference.
  - 4.5. 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. IOC to discuss issues raised with SRES below.
  - 5.2. **Other general business**
    - 5.2.1. IOC has no objections to proposed Package Review Process external reviewers.

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

6. **General matters –**

- 6.1. **Package Review Process** – IOC confirm no objections to additional proposed external reviewers. Suggest minor correction to contract for services.
- 6.2. **Link from SRES website to IOC page** – in progress. **SRPM will** report on progress.
- 6.3. **General matters –**
  - 6.3.1. IOC advised SRES about changes to Crown reporting periods and confirmed that DA will contact SRES Board Chair to request the same change to Board reporting periods.
  - 6.3.2. **SRGC will provide** IOC with details of all complaints and disputes that relate to the Package.
  - 6.3.3. NK updated SRES about the IOC procurement arrangements for legal services currently being worked through with Treasury.
- 6.4. **IOC confirmed agreement** with SRES suggestions in relation to proposed changes to IOC Terms of Reference.

7. **Company update –**

- 7.1. **Legal landscape** – SRGC provided update on *Sneesby*.
- 7.2. **Current Legal issues and Discretionary issues** – Explanation sought and provided relating to some inconsistency between registers.  
  
IOC discussed the difference between Market Value policies and market value settlements made under Premier House policies. SRES is working through issues in relation to both and will keep IOC informed as to progress.
- 7.3. **Operational Progress –**  
  
SRES provided updated dashboard figures. SRES has now concluded over 1100 settlements with individual policyholders under the Package.  
  
Media campaigns have been run and SRES estimate approximately 100 additional applications have been made as a consequence. SRES likely to run the media campaign again and will then revert to direct contact with policyholders who have not responded to SRES outreach to date.  
  
**SRGC will provide** details of legal representation of applicants in a table of claims.
- 7.4. SRCE provided details on claims that differ from offer letter.

[SRES attendees departed]

8. **Other matters–**

- 8.1. Reviewed Treasury information regarding potential evaluation processes. **FM will contact** Sheffields to progress this.
- 8.2. Reporting periods – see above at 4.1.1.
- 8.3. **NK will** progress legal services procurement arrangements with Treasury.

9. **Administrative matters and review Action Items**

**Meeting papers will be added** to Diligent as they come in **and secretary will have** Diligent notify IOC. Papers will no longer be emailed. The agenda will continue to be provided in word format prior to each meeting.

10. **Summary and close of meeting** – Meeting closed at 3.00pm

**Next meeting – 8 July 2022**

11. **Working session** – June report (to 3.45pm)