



Independent Oversight Committee

Independent Oversight Committee information release September 2022

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Independent Oversight Committee – July Meeting Minutes

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

Date: 8 July 2022

Time: 10.50am –1.50pm

Present: David Ayers (DA – Chair), Sandra Manderson (SM), Fiona Mules (FM)

Apologies: Nina Khouri

In attendance: [23] (Secretary)

Southern Response Earthquake Services Limited (SRES) – Casey Hurren (Chief Executive - SRCE), Veronica Cress (General Counsel - SRGC), Anna Dobson (Unit Manager - SRUM)

Agenda items

1. **Welcome, apologies and quorum** – Chair **welcomed** members and noted the quorum was met. Apology received from NK.
 2. **Committee members' interests** – No conflicts in relation to any Agenda items were advised.
 3. **Minutes of previous meeting** – Approved unanimously.
 4. **Matters arising from Minutes** –
 - 4.1. Action items reviewed – all items for this month have been completed.
 - 4.2. Review of Evaluation form – some changes tracked into document and **FM will update** this for circulation before the next meeting.
 - 4.3. Information Analysis Checklist reviewed, and any queries noted for raising below with SRES.
 - 4.4. Reviewed SRES papers including information received Thursday 7 July re potential emerging legal issue. Verbal update to be requested below (see 6.0).
 5. **General business**
 - 5.1. **Correspondence sent and received** – No correspondence this month.
 - 5.2. **Other general business**
 - 5.2.1. Discussion regarding the TV One News item and search for Policyholders generally.
- [SRES attendees arrived at 12pm followed by 30-minute lunch break]**
6. **General matters** –
 - 6.0. Additional item re emerging legal issue. SRGC provided update and responded to IOC questions. **SRES will request consent** from the Crown to supply relevant background documents to IOC (on a privileged basis).
 - 6.1. **Package Review Process** – The process has been launched with no claims to date. Three external reviewers have been appointed. SRES will look to appoint further candidates if required and welcome suggestions from IOC.

7. **Company update –**

7.1. **Legal landscape –** No new information. *Sneesby* application for leave to appeal set down for August.

7.2. **Current Legal issues and Discretionary issues –** No changes to registers this month. **SRGC will** correct inconsistency noted last month and will update the Market Value policy issue in the Legal Issues Register to enable IOC to monitor this more easily. **SRGC will provide** background information to help explain the evolution of this matter.

7.3. **Operational Progress –**

The TV One News story has prompted approximately 50 new applications already. More applications are likely to be driven by this although some may not be eligible.

IOC raised issues around the potential for fraud which were discussed at some length. IOC will continue to monitor this.

The SRES media campaign also prompted some additional applications in its final run. Direct contact started in June and this is proving more fruitful, as expected.

General discussion about connection with more difficult to reach policyholders with various options discussed.

SRES has received just under 2000 applications from individual policyholders under the Package.

SRUM will ensure that the Dashboards are updated and sent through the Friday before each IOC meeting (in addition to the Dashboards provided with the Board report). SRES provided updated dashboard figures.

Deregistered Company applications are now included on the Dashboard, but SRUM will continue to draw attention to any non-business as usual cases.

Some final business processes are still being worked on. **SRCE will provide** further information relating to the “closing over-cap claims” process at the next meeting.

Recruitment is still on hold except for replacing staff as required. Discussion about recruitment/retention initiatives in current employment market.

7.4. Claims that differ from offer letters are now included on the Dashboard and will no longer be a separate agenda item.

[SRES attendees departed at 1.30pm]

8. **Other business–**

8.1. No items for reporting recorded this month.

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

DA will reissue meeting invitations to account for new reporting schedule (March, June, September, December meetings to 3.30pm) and Matariki public holiday (July 2023 meeting moved to 7 July).

DA will follow up with the Treasury regarding replacement for FM.

10. **Summary and close of meeting –** Meeting closed at 1.50pm

Next meeting – 12 August 2022

Reminder that the SRES Board will be attending the August meeting for an informal lunch and catch up (SM will be attending via MS Teams).