



Independent Oversight Committee

Independent Oversight Committee information release

November 2022

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Independent Oversight Committee – September Meeting Minutes

- Location:** Greater Christchurch Claims Resolution Service, MBIE Office, Grand Central Building, 145-161 Cashel Street, Christchurch and via Microsoft Teams/telephone
- Date:** 9 September 2022
- Time:** 10.45am –12.50pm (followed by a working session to 2.10pm)
- Present:** David Ayers (DA – Chair), Sandra Manderson (SM), Fiona Mules (FM), Nina Khouri (NK)
- Apologies:** No apologies
- 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 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
4. **Matters arising from Minutes** –
 - 4.1. Action items reviewed – Items to follow up with SRES noted for discussion below.
 - 4.1.1. Evaluation form – Deferred to October when more time will be available. **FM will provide** the secretary with a spreadsheet template for collation and anonymisation of the data. **The Secretary will** complete this spreadsheet for review at the October meeting.
 - 4.2. Information Analysis Checklist reviewed.

[SRES attendees arrived at 11am]

5. **Company update** –
 - 5.1. **Legal landscape** – No additional legal update. Both policyholders who had complaints (due to delay and market value election under Premier Policy) have now settled under the Package.
 - 5.2. **Current Legal issues and Discretionary issues** – Discussion around bankrupt policyholders and body corporate interests (in unit title properties in the red zone) that have vested in the Crown. IOC acknowledges that these issues involve small numbers of policyholders but take considerable time to work through for SRES legal team.

SRES provided information in relation to discretionary decisions.
 - 5.3. **Additional matters** – (from 4.1 above).
 - 5.3.1. **Update on OOS claims timetable** – The Claims Assessment Tool for these claims is being finalised and the SRES website is being updated to provide more information about this part of the Package (partly to manage policyholder expectations given that media

coverage has been about over-cap claims and OOS usually involves considerably lesser sums of money). The OOS team is in place and training has been completed. Expectation to begin direct contact with these policyholders in about one month.

5.3.2. **Progress with policyholder survey** – update provided. SRES seeking guidance from external provider on content and timing.

5.3.3. **Feedback from legal practitioners** – the Canterbury-Westland Branch of the Law Society has sent a notice to all practitioners in the area and (anecdotally) this has had some effect. SRES has no issue with IOC contacting lawyers for direct feedback. This would be limited to feedback on the implementation and delivery of the Package (as per IOC Terms of Reference).

5.3.4. **Challenges going forward** – over half of over-cap policyholders covered by the Package have now settled. SRES anticipates challenges in the future around finding all policyholders and managing new legal issues when the legal work required becomes disproportionate to the number of policyholders affected.

5.4. **Operational Progress** –

New dashboard section added showing over-cap claims slightly ahead of targets and OOS under as discussed above. Market Value Policy claims are all complicated and take time to work through but the first has now been settled. Straight forward claims are being processed very efficiently.

All policyholders being contacted directly are going on to make claims under the Package.

[Break for lunch and farewell SRCE at 12.00pm. Remaining SRES attendees departed at 12.30pm]

6. **General business**

6.1. **Correspondence sent and received** –

6.1.1. **Review issues with Comments email address** – this has been resolved and an automatic reply has been added. An email that had been sent to this address in June (relating to market value election under a Premier House Policy) had also been received by IOC via other methods and has been addressed at earlier meetings and in the June Crown Report.

6.2. **Other general business** – no other general business this month

7. **Other business**–

7.1. **Replacement for FM** – no progress yet but **DA will continue** to follow up.

7.2. Decision around direct contact with legal representatives will be deferred until the policyholder survey has been completed. **DA will contact SRCE** to request that the IOC have an opportunity to review the survey questions prior to the survey being finalised.

8. **Administrative matters**

8.1. Action Items for September confirmed.

8.2. No items for reporting this month. **The secretary will send** out the draft September Report (as updated this afternoon) for IOC approval/comments.

8.3. No other administrative matters

Summary and close of meeting – Meeting closed at 12.50pm

9. **Working session** – September Report (to 2.10pm)

Next meeting –14 October 2022