



Independent Oversight Committee

Independent Oversight Committee information release

January 2023

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Independent Oversight Committee – October Meeting Minutes

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

Date: 14 October 2022

Time: 10.40am – 2.55pm

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

Apologies: No apologies (SM departed 1pm with apologies)

In attendance: I231 (Secretary)
I231
Southern Response Earthquake Services Limited (SRES) – Daniel Hickling (Acting Chief Executive/Project Manager – SRPM), Anna Dobson (Unit Manager – SRUM)

Agenda items

1. **Welcome, apologies and quorum** – Chair **welcomed** members and I231 a potential replacement for FM (pending Crown approval) and noted the quorum was met and there were no apologies (noted SM to depart at 1pm). I231 acknowledged confidentiality of all matters discussed during the meeting on the same basis as if she were a member of the IOC.
2. **Committee members’ interests** – No conflicts in relation to any Agenda items were advised.
3. **Minutes of previous meeting** – Approved unanimously with minor corrections.
4. **Matters arising from Minutes** –
 - 4.1. Action items reviewed – Items to follow up with SRES noted for discussion below.
 - 4.1.1. SM has contacted an experienced fraud investigator at New Zealand Police. The investigator has indicated a willingness to provide fraud training for SRES and **SM will provide details** to SRPM who will then liaise directly to establish parameters and arrange details of training.
 - 4.1.2. DA provided an update on approval process for FM replacement.
 - 4.2. Information Analysis Checklist reviewed.
 - 4.3. Review SRES papers –
 - 4.3.1. Review of draft survey form. (Further discussion with SRES below.)
 - 4.3.2. Review of proposed OOS identification requirements. Concerns around greater potential for fraud if requirements reduced. (Further discussion with SRES below.)
5. **General business**
 - 5.1. **Correspondence sent and received** –
 - 5.1.1. **Letter and attachments from** I231 **(GCA) dated 14 September 2022** – NK provided a review of the issues raised in this correspondence. **The secretary will forward** documents to SRES General Counsel and request a response to the issues raised. IOC initial view is that this relates to Package design and is therefore outside

the IOC Terms of Reference, but further information is required to confirm this view.
(See further discussion below at 6.1)

5.1.2. SRES have advised earlier today that the policyholders referred to in the [23] correspondence dated 27 September 2022, 1 October 2022 and 3 October 2022 have now accepted Package offers.

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

[SRES attendees arrived at 12 noon followed by 20-minute break for lunch with informal introductions to [23] and farewell to FM]

6. General matters

6.1. **Review of matters discussed at 5.1.1 and 4.3 above –**

6.1.0. **Lengthy discussion of matters raised in correspondence from GCA dated 14 September 2022** – IOC awaiting further written comment from SRGC prior to the next meeting as above (at 5.1.1).

[SM departed around 1.00pm]

6.1.1. **Draft customer satisfaction survey** – IOC suggest a shorter survey might be more likely to be completed. **SRPM will take this and other IOC suggestions** to the survey company **and will revert to IOC with revised version together with the initial briefing document to help identify clearly what information is being sought in the survey.**

6.1.2. **Proposed amendments to OOS identification requirements** – lengthy discussion in relation to this proposal including around balance of risks with proposed reduction of requirements. Also a balance between not wanting the process to put policyholders off making an OOS application under the Package and risk of fraud. SRES very open to having Police fraud expert speak to staff/ management (see above at 4.1.1). IOC support recommendation B but would like further discussion before supporting recommendation A. **SRPM will relay IOC feedback to absent SRES management.**

7. Company update –

7.1. **Legal landscape** – No additional legal update. There has been a request for review under the PRP and details will be provided for next month.

7.2. **Current Legal issues and Discretionary issues** – No new legal issues. Discretionary issues will be updated next month.

7.3. **Operational progress** –

The SRES website is still being updated to provide more information about OOS claims. Manageable numbers of OOS policyholders are now being contacted directly. IOC suggest that correspondence make it clear that these policyholders are being contacted progressively and all will be contacted in due course (to avoid concern if individual OOS policyholders hear about others receiving offers but have not yet been contacted themselves).

Over-cap claims are progressing very smoothly with most delays relating to customers considering their offer. As over-cap claims start to reduce, more SRES staff will move onto OOS claims.

More detailed reporting in relation to the contact project will be available from next month.

IOC suggest that it would be useful to review previous New Zealand and Overseas experience when it comes to eventually winding up the contact project. This is an issue to consider as policyholders become more difficult to locate and all reasonable avenues have been pursued.

The IOC were pleased to relay the appreciation and satisfaction with the Package process expressed to the IOC by a representative of multiple policyholders.

[SRES attendees departed at 2pm followed by a 5-minute break]

8. Other business–

8.1. **Recruitment update** – See above at 4.1.2

8.2. **IOC Evaluation review** – responses generally very positive. **The secretary will draft a letter** to Treasury summarising the findings (for approval by the Committee).

9. Administrative matters

9.1. Action Items for October confirmed.

9.2. Review of items for reporting.

9.3. IOC email address and Diligent access for FM replacement to be established as soon as possible when an appointment is approved.

Summary and close of meeting – Meeting closed at 2.55pm

Next meeting – Currently 18 November 2022 but TBC