



Independent Oversight Committee

Independent Oversight Committee information release February 2023

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Independent Oversight Committee – November Meeting Minutes

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

Date: 15 November 2022

Time: 10.30am – 2.40pm

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

Apologies: No apologies

In attendance: [23] (Secretary)
The Treasury – David Stanley and [23]
Southern Response Earthquake Services Limited (SRES) – Casey Hurren (Chief Executive – SRCE), Veronica Cress (General Counsel – SRGC), Daniel Hickling (Head of Corporate Services – SRCS), Anna Dobson (Unit Manager – SRUM)

Agenda items

1. **Welcome, apologies and quorum** – Chair **welcomed** members and introduced and welcomed Treasury attendees, there were no apologies and the quorum was met.
2. **Committee members' interests** – No conflicts in relation to any Agenda items were advised.
3. **General business**
 - 3.1. **Other general business** – Lengthy discussion with Treasury attendees about recruitment of replacement for FM as candidate who attended last month's meeting has now withdrawn from consideration. **IOC will consider** what assistance may be required over the next few months and will relay this to the Treasury. **DA will contact** the relevant Treasury staff member to discuss the process and **will also contact** FM to assess her availability over the next few months. **DA will keep IOC** members advised of progress regarding the above.

[Treasury attendees departed at 11.15am]

- 3.2. **Correspondence sent and received** –
 - 3.2.1. Letter and attachments from GCA – [23] (28/10/22)
Discussion of report prepared by SRES on these issues. IOC to request some further reassurance – see below
 - 3.2.2. Approved sending of reply with minor amendments and confirmed that complies with Communications Policy. **Secretary will redraft** and send to IOC for approval.
4. **Minutes of previous meeting** – Approved unanimously with minor corrections. **The secretary will request** Treasury redact the names of private individuals prior to publishing the minutes to the IOC webpage.
5. **Matters arising from Minutes** –
 - 5.1. **Action items reviewed** – Items to follow up with SRES noted for discussion below.
 - 5.2. **Information Analysis Checklist reviewed** – various matters to be checked/confirmed with SRES below.

- 5.3. Review SRES papers – NK summarised SRES report on issues raised in GCA letter of 14 September 2022. The report canvassed the issues well but there are some matters to clarify before IOC satisfied on this issue. See below at 6.1.

[SRES attendees arrived at 12 noon followed by 15-minute break for lunch]

6. **[Slight change to Agenda order to continue discussion at 5.3 above with SRES attendees present] Company update –**
- 6.1. **Legal landscape** – Continued discussion of matters raised in GCA letter of 14 September 2022. **SRES will obtain** reassurance requested and will provide to IOC within next few weeks.
- 6.2. **Current Legal issues and Discretionary issues – Both Registers updated this month** - New legal issues – more information to be provided next month but issues reviewed here for IOC information. Discretionary Issues updates explained.
- 6.3. **Operational progress –**
- The Policyholder Survey is due to go out this week and **SRUM will provide IOC** with access to the final version.
- SRUM reviewed dashboards and requested feedback from IOC on new Dashboard provided this month relating to the contact project.

7. General matters

- 7.1. **Review of matters discussed above –**
- 7.1.1. IOC requested information regarding the 77 applications that remain outstanding for over 90 days. Average settlements take 74 days to complete and **SRUM will provide information** as to the where delays sit for these applications (that is - waiting for information from applicant or delays at SRES end).
- 7.1.2. The KPMG quarterly report will be available for the next IOC meeting, but SRCS advises no significant issues relevant to the Package have been flagged.
- 7.1.3. IOC provided update as to progress with recruitment of new member.
- 7.1.4. IOC acknowledge that one settlement has been reviewed under the Package Review Process and the process seems to have worked well.

[SRES attendees departed at 1.45pm followed by a 15-minute break]

8. **Other business–**
- 8.1. The proposed Fraud presentation by NZ Police (for SRES staff) is in progress.
- 8.2. **IOC Evaluation review – The secretary will redraft letter** to Treasury for approval by the Committee.
9. **Administrative matters**
- 9.1. Action Items for November confirmed.
- 9.2. Review of items for reporting – various items confirmed, and **IOC members will advise Secretary** of other reporting matters before the December meeting.
10. **Summary and close of meeting** – Meeting closed at 2.40pm
- Next meeting – 9 December 2022**