



Independent Oversight Committee – April 2023

Meeting Minutes

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

Date: 14 April 2023

Time: 10.30am – 1.55pm

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

Apologies: Nina Khouri (NK)

In attendance: Fiona Mules – Consultant (FM)
Carl Davidson – Director - Research First
[23] (Secretary)
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** attendees, noted the quorum was met and acknowledged apology from NK.
2. **Committee members' interests** – No conflicts in relation to any Agenda items were advised.
3. **Minutes of previous meeting** – The March 2023 minutes were approved unanimously with minor corrections.
4. **Matters arising from Minutes** –
 - 4.1. Review **SRES papers** – various matters to be checked/confirmed with SRES below.
 - 4.2. **Information Analysis Checklist reviewed** – as above
 - 4.3. **March Action items reviewed**

[Carl Davidson, Director of Research First, arrived at 11.00am]

5. **Carl Davidson – Presentation of Survey results** – overall very positive improvements in comparison to previous (non-Package related) survey and general information provided, such as how policyholders heard about the Package, was useful.

[Carl Davidson left and SRES attendees admitted at 12.10pm followed by 20-minute break for lunch]

6. **General matters including any arising from 4.1 above**
 - 6.1. SRCS provided update on recent meeting with the responsible Minister and will continue to provide updates as necessary.
 - 6.2. Lengthy discussion about recent privacy breach and related issues.
 - 6.3. Updated research relating to closing similar Packages – deferred to next month when NK will be present.
 - 6.4. Package Review Process update – one application this month which was resolved in favour of the policyholder when additional information was provided.
7. **Company update** –
 - 7.1. **Legal landscape** – SRGC provided update on current situation.

- 7.2. **Current Legal issues and Discretionary issues** – No new legal issues. Reviewed updates to Discretionary Decisions register.
- 7.3. **Operational progress** – The focus continues to be on increasing numbers of OOS applications. The changes to the website have been published and system changes were completed in late March. This has resulted in a more efficient process for these applications.

[25] and [26]

SRUM will talk through updated reporting dashboards and updated forecasting next month.

[SRES attendees departed at 1.45pm]

8. General business

- 8.1. **Correspondence** – none this month
- 8.2. **Other general business**

8.2.1. DA updated members as to progress on recruiting replacement for FM. The timeframe is still expected to be May but may be after the date of the May meeting.

9. Other business–

- 9.1. No other business

10. Administrative matters

- 10.1. Action Items for April confirmed.
- 10.2. Review of items for reporting.

11. Summary and close of meeting – Meeting closed at 1.55pm

Next meeting – 12 May 2023