



Independent Oversight Committee

Independent Oversight Committee information release

June 2023

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Independent Oversight Committee – May 2023

Meeting Minutes

- Location:** New Zealand Claims Resolution Service, MBIE Office, Grand Central Building, 145-161 Cashel Street, Christchurch and via Microsoft Teams
- Date:** 12 May 2023
- Time:** 11.00am – 2.30pm
- Present:** David Ayers (Chair – DA), Sandra Manderson (SM), Nina Khouri (NK), Felicity Caird (FC)
- Apologies:** No apologies
- In attendance:** Fiona Mules – Consultant (FM)
[23] (Secretary)
SRES Management – Casey Hurren (Chief Executive – SRCE), Daniel Hickling (Head of Corporate Services – SRCS), Anna Dobson (Unit Manager – SRUM),
Treasury liaison – Matthew Beilan

Agenda items

1. **Welcome, apologies and quorum** – Chair **welcomed** attendees, introduced new committee member, Felicity Caird, 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** – The April 2023 minutes were approved unanimously with minor corrections.

[MB joined the meeting at 11.15 via MS Teams for discussion of item 5.2.1 Ombudsman's investigation and IOC obligations under past and present non-disclosure and confidentiality agreements]

5.2 Other general business

5.2.1 MB responded to IOC queries around the Ombudsman's investigation process and the proposed review of previous redactions to IOC Minutes.

NK will send an email to Treasury and SRES requesting confirmation as to whether or not the proposed approach to responding to the investigation breaches any of the IOC's past or present NDA and confidentiality obligations. Once **the Treasury** and SRES provide the necessary assurances, **DA will respond, on behalf of the IOC**, to Treasury's request to approve the proposed approach to responding to the investigation.

[MB departed following this discussion and IOC continued with Agenda items as below]

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**
 - 4.3. **April Action items reviewed**
5. **General business**
 - 5.1. **Correspondence** – Email to IOC Comments address from [23] on 10 May. Discussion of query raised regarding taxation (and below with SRES management). **The Secretary will** draft a response as agreed and confirm with NK prior to sending.

[SRES attendees arrived at 12.00pm followed by 20-minute break for lunch]

6. General matters including any arising from 4.1 above

6.0. Discussion around IOC obligations of confidentiality regarding Ombudsman's investigation process as discussed in 5.2 above. SRES agreed with proposed path forward. **SRCE will provide email assurance** that the proposed approach to responding to the investigation does not breach any of the IOC's past or present NDA and confidentiality obligations as requested in NK email.

SRES agreed with the approach IOC suggested regarding the response to [23] email (in 5.1 above) as per the agreed communications policy.

6.1. SRES provided an update relating to a recent meeting with the responsible Minister and will continue to provide updates as necessary.

6.2. Review of KPMG report – SRCS provided an overview of some of the existing, relevant controls the company has in place to help reduce the chance of privacy breaches. New processes relating to the response to breaches are being drafted and will be provided to IOC once finalised.

6.3. Review of research relating to closing similar Packages – **SRES will establish** a list of objectives to be met before any winding down steps can be contemplated. Given the large numbers of OOS policyholders to be worked through, IOC understands that SRES's priority at this stage is moving forward with these applications as efficiently as possible.

6.4. Package Review Process update – no current claims

7. Company update –

7.1. **Legal landscape** – SRGC provided update on current situation last week.

7.2. **Current Legal issues and Discretionary issues** – No new legal issues. Review of recent updates to Discretionary Decisions register and wider related issues.

7.3. **Operational progress** – The focus continues to be on increasing numbers of OOS applications. Updated forecasting shows applications ahead of forecast and most of the work should be completed by June 2024. Settlements of OOS applications have now reached 1000.

[SRES attendees departed at 1.55pm]

8. Other business–

8.1. No other business

9. Administrative matters

9.1. Action Items for May confirmed.

9.2. Review of items for reporting – **Secretary will draft June report** including items noted today

9.3. Other administrative matters –

9.3.1. Discussion about possible changes to administrative support needs.

9.3.2. **Secretary to have** FC added to Diligent and FM removed.

10. **Summary and close of meeting** – Meeting closed at 2.30pm

Next meeting – 9 June 2023