



Independent Oversight Committee

Independent Oversight Committee information release

September 2023

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Independent Oversight Committee – July 2023

Meeting Minutes

- Location:** New Zealand Claims Resolution Service, MBIE Office, Grand Central Building, 145-161 Cashel Street, Christchurch and via Microsoft Teams
- Date:** 7 July 2023
- Time:** 10.25am – 2.25pm
- Present:** David Ayers (Chair – DA), Sandra Manderson (SM), Felicity Caird (FC)
Apology – Nina Khouri (NK)
- Apologies:** [23] (Secretary)
- In attendance:** SRES Management – 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 an **apology** from NK.
2. **Committee members' interests** – No conflicts in relation to any Agenda items were advised.
3. **Minutes of previous meeting** – The June 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** – The Committee reviewed certain items on the checklist updating as required. **The secretary will** review all remaining items so that the current month column is populated with the most up to date data for each item each month.
 - 4.3. **June Action items reviewed**
5. **Other general business**
 - 5.1. Correspondence – none this month
 - 5.2. Policyholder Report update – Due to available time the Committee made a start on item 8.1

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

6. **General matters including any arising from 4.1 above**
 - 6.1. There has been no meeting with the Minister since the last IOC meeting.
 - 6.2. No internal audit reports this month. The next reports are likely to be available in August.
 - 6.3. Privacy – No privacy breaches to report.
 - 6.4. Package Review Process – no new requests in this period.
7. **Company update** –
 - 7.1. **Legal landscape** – There have been no changes since the legal update provided last week.

7.2. **Current Legal issues and Discretionary issues** – No new legal issues. Review of the recent update to the Discretionary Decisions register. Clarification of discretionary matters discussed last month.

7.3. **Operational progress** – Due to the timing of this meeting, no updated dashboards are available. **SRUM will provide** these to the secretary when they are available, and **the Secretary will add** the June data to the IOC Information Analysis Checklist (for completeness and comparison purposes) and **will forward the Checklist** to Committee members once completed.

Discussion around completed general fraud awareness training and on-going Package-specific training for staff.

SRES is still actively seeking over-cap policyholders and new over-cap applications continue to be received but the focus is on increasing OOS applications. There have now been over 5000 accepted registrations for the package in total.

OOS processes continue to be refined and streamlined.

[SRES attendees departed at 1.40pm followed by a short break]

8. **Other business**–

8.1. **Continue with update to Policyholder Report** – **Secretary will make changes as discussed and circulate to the IOC.**

9. **Administrative matters**

9.1. Action Items for July confirmed

9.2. Review of any items for reporting

9.3. Other administrative matters

10. **Summary and close of meeting** – Meeting closed at 2.25pm

Next meeting – 11 August 2023