



Independent Oversight Committee

Independent Oversight Committee information release

March 2024

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Independent Oversight Committee – December 2023 Meeting Minutes

Location:	New Zealand Claims Resolution Service, MBIE Office, Grand Central Building, 145-161 Cashel Street, Christchurch and via MS Teams
Date:	8 December 2023
Time:	10.30am – 2.25 pm
Present:	David Ayers (Chair – DA), Sandra Manderson (SM), Felicity Caird (FC) and Nina Khouri (NK) by Teams
Apology:	Nina Khouri (NK) for lateness
In attendance:	Nanette Ainge (Secretary) SRES Management – 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** – The Chair welcomed attendees, noted the quorum was met and acknowledged an apology for lateness from NK.
2. **Committee members' interests** – No conflicts in relation to any Agenda items were advised.
3. **Minutes of previous meeting** – The November 2023 minutes were approved.
4. **Matters arising from Minutes** –
 - 4.1. November Action items reviewed. The Comments email inbox will be transferred from DA to NA who will forward any emails to DA.
5. **Other general business**
 - 5.1. **Information Analysis Checklist reviewed** – The Committee reviewed items on the checklist, clarifying as necessary.
 - 5.2. **Review SRES papers** – noted various matters to be checked/confirmed with SRES.
 - 5.3. Correspondence – none this month.
 - 5.4. Moved to Agenda item 10 (December IOC Report) as time allowed.

[NK joined the meeting by MS Teams at 11.40am]

[SRES Management attendees arrived at 12.10pm followed by 20-minute break for lunch]

6. **General matters including any arising from 5.2 above**
 - 6.1. General discussion around various issues.
 - 6.2. New Ministers with responsibility for SRES and IOC are not yet formally advised. The Crown Report will be sent to the responsible Minister(s) once advised.
 - 6.3. Package Review Process – no new requests in this period.

7. Company update –

- 7.1. **Legal landscape** – SRGC updated the IOC on recent legal proceedings. Recent Court decisions were discussed. On 23 November 2023 the High Court rejected Mr Ressels’ application for representative class action status for his court proceeding against Southern Response (*Ressels v Southern Response Earthquake Services Ltd* [2023] NZHC 3344). On 4 December 2023 the Court of Appeal rejected Mr Ressels’ application for leave to appeal against the High Court’s 21 February 2023 decision denying Mr Ressels second plaintiff and representative status in Mr Sneesby’s court proceeding against Southern Response (*Ressels v Southern Response Earthquake Services Ltd* [2023] NZCA 614). The Committee noted a related media report.
- 7.2. **Current Legal issues and Discretionary issues – Review of the Discretionary Decisions register:** recent Discretionary Decisions were explained and discussed.
- 7.3. **Operational progress** – Both overcap and Out of Scope (OOS) applications are ahead of forecast in terms of claims settled. SRUM noted the process for OOS applications is working well.
- 7.4 **Customer Survey** - SRES management reported the results of the November 2023 Customer Survey about the experiences of Out of Scope (OOS) settlements. Results were positive and 80% of respondents rated the experience “good”. The average overall experience was rated 8.9/10.

[SRES attendees departed at 13.50pm]

8. Other business–

- 8.1. **IOC meetings for 2024** - The IOC will meet with the SRES Board on 9 February over lunch. The format for the April 2024 meeting is being considered. (A face-to-face meeting may not be necessary).

9. Administrative matters

- 9.1. NK updated the IOC about her recent discussion with Treasury regarding her appointment to the IOC. Her appointment is likely to be extended after March 2024 on a periodic basis. This is yet to be confirmed by Treasury. NK will keep the IOC informed.

- 9.2. **Action Items** for December confirmed.

10. December IOC Report

Secretary will redistribute with changes made at the meeting. The Crown Report will include a more fulsome introduction for the incoming Ministers.

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

Next meeting – In January the Committee will meet by Circular Agreement. Next face to face meeting **9 February 2024**.