

1st July 2019

Dear

LETTER OF ENGAGEMENT

Independent Complaint and Review Authority Ltd. (ICRA) ("the Supplier") is party to a contract with the Accident Compensation Corporation ("ACC") for Reviewer Administration Services and Dispute Resolution Services dated 1st July 2019 ("the Agreement"). ACC has agreed with the Supplier that the Supplier will administer the review process for ACC, including by allocating reviewers to matters where ACC customers have applied for a review under Part 5 of the Accident Compensation Act 2001. The Supplier has told ACC that you are contracted to or employed by the Supplier to provide reviewer services.

ACC engages you to undertake reviews referred to the Supplier by ACC in accordance with the Agreement, and allocated to you by the Supplier. You will undertake reviews in accordance with Part 5 of the Accident Compensation Act 2001, and in particular in accordance with the requirement to act independently (refer section 138).

This engagement will continue while you are contracted to or employed by Independent Complaint and Review Authority Ltd. or until ACC gives you notice that this letter of engagement is no longer in force (whichever occurs first).

Yours sincerely,

Mike Tully
Chief Operating Officer