

11 November 2020

S. Rowe

By email: fyi-request-13968-ec164567@requests.fyi.org.nz

Dear Requestor,

Request for information

We refer to your Official Information Act 1982 (**OIA**) email request received on 13 October 2020 requesting the following information:

- 1) *Did any representative of Southern Response communicate with either the IFSO Scheme or ICNZ relating to getting ICNZ not to hear the complaint in November 2018?*
- 2) *Were there any other deadlines or requests for the submission that Southern Response did not meet?*
- 3) *What reason did Southern Response give to the IFSO Scheme for not making the submission on 2 February 2019?*
- 4) *Who initiated contact between Southern Response and the IFSO Scheme's Ombudsman?*
- 5) *When was contact first made between Southern Response and the IFSO Scheme's Ombudsman about the complaint or complainants?*
- 6) *What reasons does Southern Response have for directly communicating with the IFSO Scheme's Ombudsman instead of addressing all communication through the IFSO Scheme staff assigned to the complaint?*
- 7) *Did Southern Response's stated desire to not address the complaint impact on the timeliness of Southern Response providing its submission to the IFSO Scheme?*
- 8) *Did Southern Response inform the IFSO Scheme's Ombudsman that the secondary complainant should not be contacted because it knew she was in extremely poor health and had not been engaged on the claim in years?*
- 9) *What facts did Southern Response use to conclude that involving the primary contact would be difficult despite having been involved with the primary contact for years prior?*
- 10) *Did Southern Response address the complaint in previous correspondence with the IFSO Scheme?*
- 11) *When did the previous correspondence start?*

12) Please confirm that Southern Response staff were communicating with the IFSO Scheme's Ombudsman about not addressing the complaint, while missing deadlines in dealing with the IFSO Scheme staff responsible for the complaint.

13) Please confirm that the Southern Response CEO communicated by email about this complaint with the ICNZ Chief Executive in December 2018, and by phone in June 2019, and that these dates are prior to Southern Response giving notice to ICNZ about the IFSO Scheme's finding of a Significant Breach of the Fair Insurance Code.

14) Southern Response stated to the IFSO Scheme that it did not do anything that would bring the industry into disrepute. (A requirement for a finding of a Significant Breach) Does this include actions taken like assigning a short deadline, regarding a repair methodology known to be invalid, while aware the complainant was in hospital and requested respite?

15) What information did Southern Response supply to the ICNZ Code Compliance Committee that led them to conclude that the complaint was resolved?

16) Was Southern Response aware that the ICNZ Code Compliance Committee processes would mean that it would not contact the complainant to verify any details supplied by Southern Response?

Response to your request

We have responded informally to your request on four occasions (14 October, 20 October, 29 October and 4 November) to request that you contact us directly to discuss whether you meet the eligibility requirements in section 12 of the Official Information Act and the supporting evidence you may be able to provide.

As you have not contacted us to provide proof of your eligibility to request information we are not able to accept this as a valid OIA request.

Your rights

Please feel free to contact us if you have any concerns about this response. You also have the right to contact the Ombudsman about this response. To do so, you can visit their website - <http://www.ombudsman.parliament.nz/>

Yours sincerely



Casey Hurren
General Manager