

23 May 2014

Mr Fran Van Helmond  
fyi-request-1627-fcdead07@requests.fyi.org.nz

Dear Mr Van Helmond

### Official Information Act request

Thank you for your request of 24 April 2014, asking for the following information under the Official Information Act 1982 (the Act):

- 1) What date (day, month and year) did Aon Risk Services contract expire with the ACC?
- 2) What date (day, month and year) did CRM Group's contract expire with the ACC?
- 3) Why was CRM Group's contract not renewed?
- 4) What date (day, month and year) did Willis Coroon offshoot Injury Management's contract expire with the ACC?
- 5) Why was Willis Coroon offshoot Injury Management's contract not renewed?
- 6) What date (day, month and year) did Te Runanganui o Taranaki Whanui ki te Upoko o Te Ika a Maui's contract expire with the ACC?
- 7) Why was Te Runanganui o Taranaki Whanui ki te Upoko o Te Ika a Maui's contract not renewed?
- 8) Did Aon Risk Services and or AON NZ Ltd approach the ACC in a bid to renew their contract and receive a fresh case load of LTC injury claims files prior to it's (their contract) expiry?
- 9) Why was AON Risk Services contract not renewed?
- 10) Was ACC's subsidiary Catalyst under the same contractual terms and conditions as imposed on the other four service providers by the ACC?
- 11) On what date did AON NZ Ltd (or one of it's entities) commence providing 3rd party Case Management services to ACC's subsidiary Catalyst?

Please find the answers to your questions below. I have responded to each of your questions in the order you have raised them.

- 1) ACC's contract with Aon Risk Services expired on 30 June 2002.
- 2) ACC's contract with CRM Group expired on 30 June 2002.
- 3) ACC did not renew its contract with CRM Group because the Legislation changed on 1 April 2002 which meant ACC could no longer contract services out to third party

providers unless they were a wholly owned subsidiary of ACC. The contracts were allowed to run until their expiry date.

- 4) ACC's contract with Injury Management expired on 30 June 2002.
- 5) ACC did not renew its contract with Injury Management because the Legislation changed on 1 April 2002 which meant ACC could no longer contract services out to third party providers unless they were wholly owned subsidiary of ACC. The contracts were allowed to run until their expiry date.
- 6) ACC's contract with Te Runanganui o Taranaki Whanui ki te Upoko o Te Ika a Maui's expired on 31 March 2002.
- 7) ACC's contract with Te Runanganui o Taranaki Whanui ki te Upoko o Te Ika a Maui's was not renewed because the Legislation changed on 1 April 2002 which meant ACC could no longer contract services out to third party providers unless they were wholly owned subsidiary of ACC.
- 8) Aon Risk Services or Aon NZ Ltd did not approach ACC to renew their contract prior to the completion of their existing contract and there were no further claims allocated to any of the organisations beyond the conditions of the original contract terms.
- 9) ACC did not renew its contract with Aon Risk Service because the Legislation changed on 1 April 2002 which meant ACC could no longer contract services out to third party providers unless they were wholly owned subsidiary of ACC. The contracts were allowed to run until their expiry date.
- 10) ACC's third party claim management service providers are all subject to the same contractual terms and conditions.
- 11) There was no contact for Aon NZ Ltd (or one of its entities) to commence providing third party case management service to ACC's subsidiary Catalyst.

Yours sincerely



Mary Clarke  
**Senior Advisor, Government Services**