

14 May 2014

L.K. Barber  
[fyi-request-1670-d28cfbd6@requests.fyi.org.nz](mailto:fyi-request-1670-d28cfbd6@requests.fyi.org.nz)

Dear L.K Barber

### Party Status Files

Thank you for your request of 9 May 2014, asking for information about Party Status files and the process for you to obtain a copy of yours.

ACC's claim management system, EOS, has a Party Record which shows the client's name, address, personal details, ethnicity details (if provided), and most recent contact details. "Party" is the term for person, group of people or an organisation associated to a claim. An individual's Party reference number (client identification number) stays the same throughout their relationship with ACC.

From the general Party Record tab, a number of other tabs are visible which are used to manage other records. These include: claims, contacts, documents, tasks, relationships, etc. Documents can be stored at a party and/or claim level, but documents relating to a claim are usually created on the claim record.

If you would like to access any information about you that is held by ACC, including any documents contained in your Party Record, please contact your case manager directly and they will be able to make appropriate arrangements.

Please contact me at [koletivae'au@acc.co.nz](mailto:koletivae'au@acc.co.nz) if you have any queries about this letter.

Yours sincerely



Koleti Vae'au (Mrs)  
**Team Manager, Government Services**