

26 May 2015

Anthony Jordan
fyi-request-2532-a5e801ce@requests.fyi.org.nz

Dear Mr Jordan

Official Information Act Request

Thank you for your email of 24 May 2015 clarifying your original request of 12 May 2015. In your clarification email, you asked for the following under the Official Information Act 1982 (the Act):

- 1) *Who is the writer to refer to the letter in question? ie ACC response dated 17 December 2014*
- 2) *When did the change to letter signing procedures change and for what reason? Historically letters are signed with a reference to the writer for further personal assistance/queries.*

In response to the first part of your current request, ACC advises that the “writer to refer to” is GovernmentServices@acc.co.nz.

In response to the second part of your current request, ACC advises that this change came into effect in September 2014. The reason for this was already provided to you in a previous response dated 18 March 2015.

Please note that under section 28(3) of the Act, you have the right to make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to:

The Office of the Ombudsman
PO Box 10 152
WELLINGTON 6143

Yours sincerely

Government Services