



10 March 2026

Bramhall, J
fyi-request-33715-16ea9ffa@requests.fyi.org.nz

Kia ora J Bramhall

Your Official Information Act request, reference: GOV-046096

Thank you for your email of 13 February 2026, asking for the following information under the Official Information Act 1982 (the Act):

- *I wish to formally request statistics for as long of a time series as you have on "interim timeframe decline decisions".*
- *I would also like to see the mean and mode stats on said "interim timeframe decline decisions" should your system allow such statistical data to be known.*
- *Please also make public all relevant internal policy documents relating to the "interim timeframe decline decisions" and the handling of said "interim timeframe decline decisions" by staff.*

Cover Timeframes Expired decisions: background

For both non-complicated and complicated claims, tasks are generated when the timeframe for deciding cover or seeking an extension is approaching. If a Recovery team is still investigating cover on a claim when the maximum extension date is about to be reached, then ACC must issue a decision. Providing a decision letter is beneficial for the client, as it provides the client with review rights. We will notify the client the claim is declined but that ACC is still investigating whether cover should be granted. The task will remain in the team member's queue while they await the additional information needed to reassess the decision.

Such a decision may be necessary if we are waiting for further medical notes, waiting for an assessment, or where the client has disengaged from ACC. We will always reassess decisions when we receive new information, or the client re-engages in services.

Cover Timeframes Expired decision figures

The decision reason *Cover Timeframes Expired* was introduced to the claim management system in the first half of the 2016 calendar year. The below table includes new claims declined with a Cover Timeframes Expired decision reason at any time in the claim history broken down by lodgement calendar year:

Claims declined due to 'cover timeframes expired'

Lodgement Year	New Claims
2016	478
2017	1,105
2018	2,227
2019	3,066
2020	2,825
2021	4,146
2022	4,536
2023	5,728
2024	6,791
2025	9,136
Total	40,694

Notes:

- Claims are included where they include a cover decision of Decline and a cover decision reason of Cover Timeframes Expired at that time.
- Claims counted in the data are not necessarily declined presently or still declined for the same reason.
- Data are displayed in calendar years.
- New claims are counted where a claim was lodged at any time up to 1 March 2026. A claim may be lodged immediately following an accident or at any later stage.
- Data were extracted on 2 March 2026 and may differ if re-run later.

ACC does not hold the mean and mode of the data provided in this response.

As such, we are refusing this part of your request as the information is not held by ACC, and we do not believe the information is held by or is more closely connected with another agency. This decision has been made under section 18(g)(i) of the Act.

Processes relating to cover timeframes

While ACC does not hold documents that specifically refer to "*interim timeframe decline decisions*", the following documents are relevant to the situation you have raised. Please find these are attached as Appendix 1:

- Cover status and cover status reasons
- Cover decision timeframes policy

Names and contact details of individuals have been deemed out of scope of your request and removed from the documents provided.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz.

If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi

A handwritten signature in black ink, appearing to read 'Chris Johnston', written in a cursive style.

Christopher Johnston
Manager Official Information Act Services
Government Engagement