

24 February 2016

David Lawson
fyi.org.nz

Dear Mr Lawson

Official Information Act Request

Thank you for your requests, seeking information on the following matters (with date of request):

1. *ACC Official Complaints Investigation Unit, Policy and process to be followed during the OCI complaint process (21 February 2016).*
2. *Request for information about ACC's use of, access to and ability to create, add to, delete from and amended NHI & MWS Info for ACC claimants (21 February 2016).*
3. *Request for copies of screen shots that can be generated from an ACC claimant's Eos Party level records on the ACC Party level information storage system, and also the Eos Claims level system (20 February 2016).*

ACC is working on your request and will be in touch with you as soon as possible and certainly no later than 21 March 2016.

If you have any questions in the meantime, please contact GovernmentServices@acc.co.nz.

Yours sincerely

Government Services