

14 December 2016

Southern Response Earthquake Services Ltd  
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Jake Preston

Sent by email:  
[fyi-request-4974-9fc0795b@requests.fyi.org.nz](mailto:fyi-request-4974-9fc0795b@requests.fyi.org.nz)

Dear Mr Preston

### Request for information

I refer to your Official Information Act 1982 (OIA) request dated 16 November 2016 where you requested the following:

*“[H]ow many times has Southern Response, its agents and sub contractors agreed to a brief with the insured and then set it aside when instructing an engineering firm?”*

Southern Response's standard procedure is for Southern Response or Arrow to directly instruct and engage an expert. A manual search of Southern Response's approximately 8,000 claim files would be required to identify any instances whereby a brief may have additionally been agreed with the insured. Accordingly, we refuse your request pursuant to section 18(f) of the OIA on the basis that the information requested cannot be made available without substantial collation or research.

Nevertheless, we note that if there was an instance where a brief was agreed with the insured, this would have been an absolute exception to Southern Response's standard practices.

You are welcome to contact the Ombudsman about this decision. To do so, you can visit their website - <http://www.ombudsman.parliament.nz/>.

Yours Sincerely



Kate Armstrong  
**Legal Risk Advisor**