

15 March 2018

Rachael Harris
By email: fyi-request-7302-8c9eefbe@requests.fyi.org.nz

Dear Ms Harris

Request for information

I refer to your Official Information Act 1982 (OIA) request dated 19 February 2018 requesting the following information:

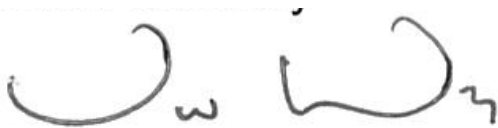
“Please provide the statistics for the number of Southern Response policyholders who have died while awaiting full and final settlement of their claims.

We refuse this request on the following grounds:

- *Section 18(e) of the OIA* – A request can be refused because the document alleged to contain the information requested does not exist. In *some* cases, we have no knowledge of whether or not a claimant has passed away, for example, because the property is legally owned by a trust or a body corporate. As such, in some cases we do not hold the information requested.
- *Section 18(f) of the OIA* – A request can be refused because the information requested cannot be made available without substantial research or collation. Although we are aware of *some* claimants having passed away, given the nature of our records, preparing a summary of this information would involve substantial research and collation.

You have a right to ask the Ombudsman to review this decision. To do so, you can visit their website - <http://www.ombudsman.parliament.nz/> .

Yours sincerely



Victor Wells
Legal Risks Adviser