

01 July 2020

Dear,

I am writing to advise you that the management of your claim has now been transferred to the ACC Remote Claims Unit. This takes effect immediately.

Your recent behaviour

ACC consider the safety of our staff very seriously. Your current situation means that ACC will no longer personally meet with you and that it is not appropriate for your claim to be managed by the local branch network.

The transfer of your file to the Remote Claims Unit has been made so ACC can continue to handle your claim with diligence and in accordance with the legislative requirements of the Accident Compensation Act 2001.

Your transfer to the Remote Claims Unit means that your current case manager will no longer be dealing with your case management and you can no longer visit ACC offices. In order to maintain the safety of staff within the Remote Claims Unit all staff working within this unit do so under pseudonym.

The ways you can contact the Remote Claims Unit are below:

By email:
By mail to: ACC Remote Claims Unit
PO Box 2011
Taupo
By telephone: 0800 158 931

If you have any representatives acting on your behalf, at your request, they should also communicate with ACC through the above means of communication.

Please refrain from making any further contact with ACC branch staff as they will not be able to assist you. All further enquiries must be directed to the Remote Claims Unit. I have enclosed a number of free post envelopes for you to post any information that you need to provide to ACC.

Complaints about ACC

If you have a complaint about the way ACC is managing your case, you can ask for these to be investigated. Your complaint must be lodged through the Remote Claims Unit (at the contact details listed above), and will be referred to appropriate staff within ACC for investigation. You will receive written confirmation confirming receipt of your complaint by the staff member dealing with it and will be provided with contact details should you have additional information to provide.

If you wish to speak to the staff member investigating your complaint, you must leave a message at 0800 158 931. The Remote Claims Unit will refer your telephone messages to the appropriate staff member. Please do not attempt to contact them

through any other ACC 0800 telephone number as you will be advised to contact the Remote Claims Unit.

I trust this letter clarifies ACC's current approach to your claim.

Yours sincerely

Recovery Partner
Telephone: 0800158 931

RELEASED UNDER THE
OFFICIAL INFORMATION ACT