

25 February 2014

Fran Van Helmond

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Dear Ms Van Helmond

Official Information Act Request

Thank you for your emails via the FYI website of 14, 16 & 18 February 2014 requesting information on AON NZ Ltd and complaints made to the Office of the Complaints Investigator. You asked:

14 February 2014

How many long term ACC claimants were assessed as having a work capacity of 30 or 35 hrs per week and exited off ACC ERC between (and including) 1998 and July 2002 by ACC's service provider AON NZ Ltd (WorkAon - Aon Risk Services etc).

16 February 2014

The following request is in regards to AON NZ Ltd's case management contract with ACC between 1998 and July 2002. It does not include AON NZ Ltd's 3rd Party LTC Case Management Contract they had with the then ACC owned subsidiary Catalyst Injury Management Ltd.

- 1. How many complaints did acc receive regarding case management practices practiced by AON NZ Ltd while managing ACC's LTC's injury files between 1998 and July 2002?*
- 2. How many of those complaints were upheld (in part and fully) in the complainant's favour?*
- 3. Did AON NZ Ltd suffer any financial penalties for breaching "The Claimants Code of Rights" between 1998 and July 2002?*
- 4. Did ACC investigate AON NZ Ltd at any time for any reason between 1998 and July 2002?*
- 5. Why was AON NZ Ltd's contract not renewed end of June 2002?*

18 February 2014

1] How many complaints have been lodged by ACC clients with the ACC's Office of the Complaints Investigator about documents (medical and other) missing from their injury files between 1998 and until January 2014?

2] How many of these complaints were upheld?

18 February 2014

How many complaints were lodged with ACC Office of the Complaints Investigator between 2000 and July 2002 about LTC case management practices practiced by Ms Leanne Mac Donnell while employed by AON NZ Ltd?

How many of those complaints were upheld?

ACC will be treating your requests as one request. This is because you have made multiple requests within a few days of each other, and the nature of your requests is also similar.

ACC is working on your request and will be in touch with you as soon as possible, and certainly by 14 March 2014.

Please contact me on **Daniel.James@acc.co.nz** if you have any questions regarding this letter.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Daniel James', with a long horizontal stroke extending to the right.

Daniel James
Advisor, Government Services