

03 April 2014

Mr David Nicholas  
fyi-request-1520-d7152bcf@requests.fyi.org.nz

Dear Mr Nicholas

### Information request

Thank you for your request of 6 March 2014, asking for information about how an ACC claimant might access their Party Status files. You also mention that the Party Status number is different to a claim number.

ACC's claim management system, EOS, has a Party Record which shows the client's name, address, personal details, ethnicity details (if provided), and most recent contact details. "Party" is the term for person, group of people or an organisation associated to a claim. An individual's Party reference number (client identification number) stays the same throughout their relationship with ACC. However, a different claim number is assigned to each new claim that is lodged.

From the general Party Record tab, a number of other tabs are visible which are used to manage other records. These include: claims, contacts, documents, tasks, relationships, etc. Documents can be stored at a party and/or claim level, but documents relating to a claim are usually created on the claim record.

In most cases, a full copy of the Party Record would contain a duplicate of the information provided as claim files. In a small number of cases, there may be documents that have been stored in the Party Record but have not been associated to a claim file. This may be correspondence that concerns the individual as a whole rather than a specific claim, or something similar. If a client makes a request for a specific claim file, these documents therefore may not be included as a matter of course.

If you would like to access any information about you that is held by ACC, including any documents contained in your Party Record, please contact your case manager directly and they will be able to make appropriate arrangements.

Please contact me at [Miroslava.Mijic@acc.co.nz](mailto:Miroslava.Mijic@acc.co.nz) if you have any queries about this letter.

Yours sincerely



Miroslava Mijic  
Advisor, Government Services