

OIA 20210363

Information for release

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Southern Response Earthquake Services Limited

Minutes of the Meeting of the Independent Oversight Committee (IOC)

Held at 10:40 a.m. on 5 February 2021 at Level 2, Grand Central Building, 145-161 Cashel St, Christchurch

Present

David Ayers (Committee Chair), Nina Khouri, Sandra Manderson and Fiona Mules.

In attendance

Treasury:

David Stanley (Principle Advisor, Commercial Performance)

Southern Response Earthquake Services Limited ('Company'):

Casey Hurren (General Manager), Veronica Cress (General Counsel), Anna Dobson (Unit Manager).

Minutes recorded by Daniel Hickling (Project Manager).

Apologies

None

Welcome

The Chair of the meeting, David Ayers, welcomed all members of the IOC (the 'Committee') and other attendees.

Quorum

The Chair of the meeting declared that a quorum was present (as four of the required three Committee members were present).

Committee Members Interests

The Chair asked the Committee members to provide a re-cap of any previously declared or new potential conflicts of interest.

It was noted that, of the interests declared by the Committee members, none were considered to be in breach of the Terms of Reference of the Committee.

No conflicts in relation to any agenda items were advised.

The Committee will re-visit the members' interests at future meetings and review any possible updates.

Action: The Company to prepare an Interests Register on behalf of the Committee.

Approval of Minutes

As this was the first formal meeting of the IOC, there were no minutes to approve.

Matters Arising from the Minutes

As this was the first meeting of the IOC and there were no previous minutes, there were no matters arising to discuss.

Matters for Committee Approval

There were no matters requiring Committee approval.

General Business

Official Information Act (OIA)

It was noted that Committee members should be aware that the work of the Committee is subject to the OIA and that anything exchanged in relation to an official role would be regarded as official information.

Action: Committee members to note the above and notify the Treasury if they receive an OIA request.

Confidential / privileged information

It was noted that the Committee may from time to time receive confidential and/or privileged information from Southern Response and/or the Crown pursuant to a limited waiver of confidentiality and/or privilege so that the Committee can perform its oversight function. The Committee will preserve the confidential and/or privileged status of this information.

These instances will be highlighted to Committee members and the Secretariat.

It was noted that once the Company was able to engage with customers, it would likely mean that there would be more flexibility in conversations with external parties. The fact that the Committee was meeting was not deemed to be a confidential matter.

Change in attendance: Casey Hurren, Veronica Cress, Anna Dobson and Daniel Hickling left the meeting at 11:10 a.m. and re-joined at 11:31a.m so that the Committee could have Committee only time.

Company Update

The General Manager introduced the Company personnel.

The General Manager presented to the Committee and provided an overview of the key developments, current activities and upcoming events in relation to the Pre-October 2014 Payment Package (the 'Package').

Discussion was held regarding the difference between the quantum of overcap and out-of-scope (OOS) claims within the Package parameters.

Discussion was held regarding the Crown's funding arrangements for the Package.

A short break was held from 11:53 a.m. to 11:59 a.m.

s9(2)(h)

The General Manager provided an overview of the key workstreams being undertaken by the Company, including a re-fresh of customer contact details where possible.

The Committee noted that the Company should undertake an internal audit review of the process and outputs of the contact details refresh exercise.

Action: Company to undertake internal audit review of the process and outputs of the customer contact details re-fresh process.

The parameters of the Package were discussed.

s9(2)(ba)(i)

Action: David Stanley to circulate a final copy of the Committee's Terms of Reference to the Committee members.

Correspondence relevant to the Committee

There was no correspondence for the Committee to consider.

Next Meetings

The date and venue of the next Committee meeting are to be agreed, however, it is expected that it will be held during the second week of March 2021 in Christchurch.

Change in attendance: *Sandra Manderson departed the meeting at 1:05 p.m.*

Change in attendance: *David Stanley departed the meeting at 1:07 p.m.*

Action: The Chair to coordinate and confirm the date for the next Committee meeting.

Closure of the Meeting

The meeting closed at 1:20 p.m.

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Approved: 25 March 2021



Independent Oversight Committee – Meeting Minutes

Location: Greater Christchurch Claims Resolution Service, MBIE Office, Grand Central Building, 145-161 Cashel Street, Christchurch

Date: 12 March 2021

Time: 10.36am – 3.00pm

Present: David Ayers (Chair), Nina Khouri, Sandra Manderson and Fiona Mules

In attendance: s9(2)(a) (Secretariat and Minute taker)
Southern Response Earthquake Services Limited (SR) – Casey Hurren (General Manager), Veronica Cress (General Counsel), Anna Dobson (Unit Manager), Daniel Hickling (Project Manager)

Agenda items

1. **Welcome, apologies and quorum** – David welcomed all attendees and noted that the quorum was met and there were no apologies. Sarah was introduced as Secretariat.
2. **Committee members' interests** – No conflicts in relation to any agenda items were advised. Secretariat will maintain the Interests' Register on behalf of Committee and will include herself in the Interests' Register for full transparency.
3. **Minutes of previous meeting** – Some clarification of language and minor alteration agreed. Approval of previous Minutes (as amended) moved by David, seconded by Nina and carried.
4. **Matters arising from the minutes** – Brief update as to provision of materials and final Terms of Reference.
5. **Matters for Committee approval** – There were no matters requiring Committee approval.
6. **Company update** –

This section of the minutes is legally privileged as it relates to confidential and legally privileged information provided to the Committee by the General Counsel of Southern Response about significant litigation involving Southern Response and legal advice that has been received by the Company. This information has been provided to the Committee pursuant to a limited waiver of privilege on the basis that the confidential and privileged status of this information will be preserved.

6.1. s9(2)(h)

[12.22 short break]

- 6.2. **Operational progress** – Unit Manager provided update on Contact Project including work being done by current staff and plans to recruit new staff. Information is being centralized from many different sources to

provide the most up to date information as quickly as possible. Updated progress and discussed issues hindering project. Aiming for completion by end of June.

Updated progress on the Process Project where extra staff are also being recruited (via recruitment agency) to access claim files s9(2)(ba)(i). Brief discussion around recruitment issues and possible solutions.

[1.05 -1.15 – lunch]

6.3. s9(2)(ba)(i)

General discussion about perceived fairness of settlement offers. Package automatically reverts to higher sum where there is more than one option. It is designed to fall on the generous side. Still anticipate complaints and will keep IOC informed of number and nature of any complaints.

Monthly reporting document to be made available to IOC and Crown with information on progress and other relevant matters. Discussion around other information which may be useful to IOC on an ongoing basis and some data may need to be explained more fully (such as cases over 90 days, complaints).

General Manager discussed risks as currently identified. The Board has suggested a risk workshop may be useful for both IOC and Board together and a suitable date is to be determined for this.

IOC can also consider whether further information/education sessions on specific topics may be useful. Discussion around depth of information to be provided to IOC – summaries or detailed documents. Some differing views so both are to be provided and Committee members will decide individually as best suits them.

Discussion about availability of research on similar processes in New Zealand and/or overseas where compensation packages have been established to resolve large numbers of civil claims. General Manager to make inquiries of Treasury as to whether such research has been done and report back.

[2.43pm SR attendees departed]

7. **Other business** – No other business was raised
8. **General business** – Short discussion about meeting logistics given some attending by MS Teams and next meeting date.
9. **Next meeting** – 16 April 2021
10. **Summary and close of meeting** – Meeting closed at 3.00pm

Action items	Owner	Deadline	Status
Update Interests Register and include s9(2)(a).	Secretariat	19 March	Completed
Obtain Interests procedure and summary material from DPMC if possible	Secretariat	19 March	Completed
Minor changes to be made to previous Minutes and redistributed	SR Project Manager	19 March	Completed
Provide wording for dealing with privileged material in Meeting Minutes	GC	16 April	Completed
List of common acronyms and abbreviations	Secretariat/Project Manager	26 March	Completed
Date to be fixed for Risk Assessment workshop with SR Board and IOC	Chair/Members		May meeting suggested
Initial inquiry of Treasury as to other processes/models where similar systems have been set up	SR General Manager	16 April	Completed
Terms of Reference to be distributed	Chair	16 March	Completed



Independent Oversight Committee – Meeting Minutes

Location: Greater Christchurch Claims Resolution Service, MBIE Office, Grand Central Building, 145-161 Cashel Street, Christchurch and via Microsoft Teams

Date: 12 March 2021 PLEASE NOTE: An error was made on the date of the meeting. The correct date is 16 April 2021.

Time: 11.00am – 1.15pm

Present: David Ayers (Chair), Nina Khouri, Sandra Manderson and Fiona Mules

In attendance: s9(2)(a) (Secretariat and Minute taker)
Southern Response Earthquake Services Limited (SR) – Casey Hurren (General Manager), Anna Dobson (Unit Manager)
s9(2)(a) and 9(2)(h)

Agenda items

1. **Welcome, apologies and quorum** – David welcomed all attendees and noted that the quorum was met and there were no apologies from IOC but Daniel Hickling and Veronica Cress (SR) were unable to attend.
2. **Administrative matters** – (Short pre-meeting discussion covered administrative points relating to Friday emails, January meeting and reporting logistics)
3. **Committee members’ interests** – No conflicts in relation to any agenda items were advised.
4. **Minutes of previous meeting** – Privilege clause and SR GC suggested changes adopted by IOC. Approval of minutes (as amended) moved by David, seconded by Fiona and carried.
5. **Matters arising from the minutes** – Documents procured from DPMC provided an example of meeting discussion being excluded from OIA by way of exception for free and frank discussion. Example of Cabinet meetings where decision public but discussion leading to decision excluded.

Meeting on 14 May confirmed as date for Risk Workshop with SR Board members.
6. **Matters for Committee approval** – There were no matters requiring Committee approval.
7. **Company update** –

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7.1. s9(2)(h)

7.2. s9(2)(h)

7.3. **Operational progress** – Unit Manager provided update on Contact Project including progress on recruiting new staff. Contact project is complete for overcap claims with new contact information found s9(2)(j)

s9(2)(j)

s9(2)(ba)(i)

A team of four is working on Out of Scope claims, some challenges but aiming to complete this work in June.

s9(2)(ba)(i)

SR very keen for Policy holders to engage their own legal representation as want the process to be as fair and open as possible. Good relationships exist between SR and lawyers who are already engaging with SR on behalf of clients.

s9(2)(ba)(i)

it is likely that only 72% of policy holders will be contacted or make contact throughout the process (according to SR Actuaries).

The IOC felt it would be useful to work through a s9(2)(a) file as an early case study.

Recruitment of staff is ongoing but progressing. s9(2)(ba)(i). Anna will provide regular staffing update to IOC.

SR physical space is easily sufficient for new staff and GM has no inclination to change or upgrade premises at this time.

8. **Other business** –

8.1. **Reporting** –

Brief discussion about reporting. SR will provide IOC with an example of its reporting to Crown to minimize overlap. David and s9(2)(a) will prepare a draft letter and report for circulation to IOC.

A short period is to be set aside at the beginning of the Risk workshop next month to ascertain expectations of the SR Board as to IOC reporting to Board.

s9(2)(h)

s9(2)(h)

9. **General Business** – No general business
10. **Next meeting** – 14 May 2021, 12.00pm to 5.30pm
11. **Summary and close of meeting** – Meeting closed at 1.15pm

Action items	Owner	Deadline	Status
Minutes to be amended and sent to attendees	s9(2)(a)	16 April	Completed
New meeting time/details for 14 May meeting to be sent to attendees	s9(2)(a)/David	30 April	
Risk Workshop materials/agenda/ToR for facilitator to be provided to IOC	SR General Manager	7 May	
s9(2)(ba)(i)			
Staffing/recruitment update to be provided to IOC (ongoing)	SR Unit Manager	7 May	
Procurement process to be discussed with Treasury in anticipation of IOC accessing advice directly from third parties	David	14 May	
Larger space to be arranged for next meeting/workshop	s9(2)(a)	7 May	Completed
Copy of SR quarterly report to Crown to be provided to IOC	SR General Manager	7 May	
Draft letter and report to Crown to be circulated to IOC	David/s9(2)(a)	7 May	
Schedule time in Agenda for Risk workshop for short discussion on IOC reports to SR Board	SR GM/s9(2)(a)	7 May	
s9(2)(h)			



Independent Oversight Committee – Meeting Minutes

Location: Greater Christchurch Claims Resolution Service, MBIE Office, Grand Central Building, 145-161 Cashel Street, Christchurch

Date: 14 MAY 2021

Time: 11.40am – 2.20pm

Present: David Ayers (Chair), Nina Khouri, Sandra Manderson and Fiona Mules

In attendance: s9(2)(a) (Secretariat and Minute taker)
Southern Response Earthquake Services Limited (SR) – Casey Hurren (General Manager),
Veronica Cress (General Counsel) and Anna Dobson (Unit Manager)
[For Risk Workshop – Alister James (Chair) and Anne Urlwin from SR Board
s9(2)(a) and s9(2)(a) from KPMG]

Agenda items

1. **Welcome, apologies and quorum** – David welcomed attendees and noted that the quorum was met and there were no apologies.
2. **Committee members' interests** – No conflicts in relation to any agenda items were advised.
3. **Administrative matters** –
Sandra would like hard copies of Meeting papers to be provided one week before meetings. s9(2)(a) will attend.
Members **agreed** that Agenda items 5 (Approval of Minutes), 6 (Matters arising from Minutes) and 7 (Matters for Committee approval) were more properly dealt with at Committee only time and that this would be amended from today's meeting. Minutes will be provided to other attendees in so far as they relate to presentations by those attendees for factual correction if necessary.
Brief review of draft Report and letter to Ministers. Nina will work on improving draft during the day and Committee will attempt to come together after the Risk Workshop for a brief working session to approve/make changes.
4. Welcome – now prior to item 8
5. **Minutes of previous meeting** – Approval of minutes moved by David, seconded by Sandra and carried unanimously.
6. **Matters arising from the minutes** – There were no matters arising from the minutes.
7. **Matters for Committee approval** – There were no matters requiring Committee approval.
8. **Welcome SR attendees and Company update** –

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8.1. s9(2)(h)

s9(2)(h)

8.2. Operational progress –

s9(2)(ba)(i)

Lengthy and useful discussion about parameters of IOC involvement in day to day implementation of Package.

s9(2)(ba)(i)

There are some situations where SR will bring issues to IOC with proposed solution/implications worked through. IOC would consider if these solutions accord with the principles and processes of the Package and if due consideration has been given to the interests of affected Policyholders as per the TOR.

Where issues go to the parameters of the Package – these would have to go back to Crown but IOC views would be sought around Policyholders interests.

s9(2)(h)

s9(2)(ba)(i)

Adaptation will be crucial as more issues come to light. IOC very happy to schedule additional meetings if that becomes necessary. Serious s9(2)(ba)(i) issues or those needing urgent attention can be brought to IOC at any time.

s9(2)(ba)(i)

IOC will ask for additional information/reporting if necessary. As much information as possible is to be provided at this stage with the ability to modify this over time if necessary.

[Lunch break – 1.00 to 1.10pm]

s9(2)(h)

Unit Manager provided an update on POPP dashboard, Processing project and progress on human resources.

9. **Case study** – General Manager and Unit Manager worked through a simple case study. A more complex case study will be examined next month.
10. **General Business** – No general business
11. **Next meeting** – 11 June 2021, 10.30am to 2.30pm
12. David **welcomed** SR Board Chair, Alister James and Board member Anne Urlwin and KPMG facilitators
13. Reporting to SR Board – **Agreed** a report will be provided every two months in alignment with report to Crown.
14. **Summary and close of meeting** – Meeting closed at 2.18pm

RISK MANAGEMENT WORKSHOP

Action items	Owner	Deadline	Status
Arrange hard copies of s9(2)(ba)(i) and meeting papers for committee members who require them	s9(2)(a)/Veronica	4 June	
s9(2)(ba)(i)	SR Management	TBA	
s9(2)(ba)(i)	SR Management	ongoing	
s9(2)(h)	SR General Counsel	28 May	
Prepare draft report to Board	David/s9(2)(a)	21 May	
IOC to review changes to Report and update draft	Nina/members	14 May	Complete
Redrafted Crown Report and letter to be distributed to IOC for comment/approval	s9(2)(a)	21 May	



Independent Oversight Committee – Meeting Minutes

- Location:** Greater Christchurch Claims Resolution Service, MBIE Office, Grand Central Building, 145-161 Cashel Street, Christchurch
- Date:** 11 June 2021
- Time:** 10.44am – 2.47pm
- Present:** David Ayers (Chair), Nina Khouri (via MS Teams), Sandra Manderson and Fiona Mules
- In attendance:** s9(2)(a) (Secretariat and Minute taker)
Southern Response Earthquake Services Limited (SR) – Casey Hurren (General Manager), Veronica Cress (General Counsel), Daniel Hickling (Project Manager) and Anna Dobson (Unit Manager)

Agenda items

- Welcome, apologies and quorum** – David welcomed attendees and noted that the quorum was met and there were no apologies.
- Committee members' interests** – No conflicts in relation to any agenda items were advised.
- Administrative matters** –
 - IOC emails – An attempt was made to set these up but was, again, unsuccessful. s9(2)(a) will follow this up with Treasury.
 - Other admin – Members would also like to be able to access IOC emails on laptops. s9(2)(a) will request instructions for this.
- Minutes of previous meeting** – Approval of minutes moved by Sandra, seconded by Nina and carried unanimously.
- Matters arising from the minutes**
 - s9(2)(a) will contact SRES Board secretary to confirm receipt of IOC reporting letter.
 - s9(2)(ba)(i)
- Matters for Committee approval** – There were no matters requiring Committee approval.
- Other business**
 - s9(2)(h)
 - Communications review – Discussion around difficulty of reaching all affected policyholders through media channels, possible suspicion of SR coms, simplicity and clarity of coms. IOC section of coms discussed – suggest include link to TOR – David to ask David Stanley if the TOR still privileged and confidential.
- Welcome SR attendees and short break for lunch**

9. SRES Administration items

- Delivery of hard copy documents working well so far.
- s9(2)(ba)(i)

[Redacted]

10. s9(2)(ba)(i)

[Redacted]

11. Company update –

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- s9(2)(h)

s9(2)(h)

[Redacted]

- **Operational progress –**

Unit Manager provided an update on POPP dashboard and Processing project. Recruitment continuing and may need additional manager (2IC) as workload increases. Short discussion around possible recruitment and s9(2)(g)(i)

Some discussion around potential means of contacting/locating policyholders – Terranet, local body electoral rolls. SR have some details for every policyholder but will not know how current or accurate they are until contact is allowed.

12. General Business –

- Coms review – Nina suggested two changes to IOC section. SR happy to make those changes if court decision allows.

Short discussion around milestone reporting pros and cons. IOC have power to report publicly so could consider using this as a method for reporting Package progress and other matters where appropriate.

- Short discussion of benefits of Risk Workshop. All agree Workshop was useful for generating discussion between parties and clarifying interrelationships between IOC, Board and Crown.

Advice to Board/meeting with Board to be addressed at each meeting.

13. **Next meeting** – 9 July 2021, 10.30am to 2.30pm

14. **Summary and close of meeting** – Meeting closed at 2.47pm

Action items	Owner	Deadline	Status
Contact Treasury regarding ongoing issues with IOC emails to phones and laptops	s9(2)(a)	18 June	In progress
s9(2)(ba)(i)	SR General Manager	9 July	Completed
s9(2)(ba)(i)	SR Management	ongoing	Completed
Contact SRES Board secretary to confirm receipt of Committee Reporting letter	s9(2)(a)	18 June	Completed
Request advice from David Stanley about ongoing confidentiality of TOR	David	18 June	Completed
s9(2)(ba)(i)	SR General Manager	9 July	Completed
Draft process for checks and balances	SRES	9 July	Completed
Proposed DFA levels to be provided	SRES	9 July	Completed
Treasury to be asked about possibility of IOC using Diligent	s9(2)(a)	18 June	In progress
s9(2)(h)	SR Management	9 July	Completed



Independent Oversight Committee – Meeting Minutes

- Location:** Greater Christchurch Claims Resolution Service, MBIE Office, Grand Central Building, 145-161 Cashel Street, Christchurch and via MS Teams
- Date:** 9 July 2021
- Time:** 10.40am – 2.35pm
- Present:** David Ayers (Chair), Nina Khouri (via MS Teams), Sandra Manderson and Fiona Mules (via MS Teams)
- In attendance:** s9(2)(a) (Secretariat and Minute taker)
Southern Response Earthquake Services Limited (SR) – Casey Hurren (General Manager), Veronica Cress (General Counsel), Daniel Hickling (Project Manager) and Anna Dobson (Unit Manager)

Agenda items

1. **Welcome, apologies and quorum** – David welcomed attendees and noted the quorum was met and there were no apologies.
2. **Committee members' interests** – No conflicts in relation to any agenda items were advised.
3. **Administrative matters** –
 - IOC emails – Sandra is not set up with the IOC email address yet but is in progress pending new laptop.
 - Sandra's hardcopy documents did not arrive this month. Will discuss with SR.
 - Treasury is working with SR to arrange for IOC to have access to its own Diligent software.
4. **Minutes of previous meeting** – Approval of Minutes (with minor changes as suggested by Casey) moved by David, seconded by Sandra and carried unanimously.
5. **Matters arising from the minutes** – Review of s9(2)(ba)(i) other documents – see below under Other Business
6. **Matters for Committee approval** – There were no matters requiring Committee approval.
7. **Other business**
 - Email chain between s9(2)(a), SR and IOC – Discussion around correspondence received directly from members of the public both in terms of matters raised in current correspondence and, more generally, how IOC will respond to unsolicited communications from public going forward.
Agreed that any correspondence received by members other than the Chair would be directed to the Chair for any response (as per ToR).
David will draft an email for Committee input and consultation with Board and Crown (as per ToR) and **will reply** to current correspondence in the same terms.
 - Nina queried how committee members should respond to informal approaches from lawyers, policyholders and members of the public. It was **agreed** that it was important that committee members respond consistently to such approaches, balancing the need to be responsive to public concerns with confidentiality and the IOC's ToR. It was **agreed** that a standard response would thank the person for raising the issue, explain

that the IOC can receive queries and information and then discusses that at its meetings. It can request information from SR and the Crown. If appropriate the IOC will address the issue in its reports and recommendations to SR, the Crown and to the public, in accordance with its ToR. Committee members can also refer to the ToR, including that the role of the Committee is not to consider individual policyholder complaints or provide a dispute resolution body and that it is not intended that the Committee will communicate directly and privately with individual policyholders.

- Discussion around 6% vs. 10% issue (relating to professional fees) raised in direct correspondence. IOC noted that this matter was explored by SR and the Crown in the early stages of planning of the Package (Cabinet Paper 10/12 – paras 37-38) prior to IOC existing. The key element is that policyholders who settle under this Package are to be no worse off than those who settled after October 2014 and the decision around the percentages is in line with that guidance.
- Consideration of additional issues s9(2)(ba)(i) [redacted]
- s9(2)(ba)(i) [redacted]
- Reporting for August – deferred to next meeting. s9(2)(a) will flesh out draft and forward to IOC prior to the August meeting.

s9(2)(a) will amend standard Agenda to include half an hour Committee-only time at the end of each meeting.

8. Welcome SR attendees and short break for lunch

9. (Order changed due to timing and priority) Company update –

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- s9(2)(h) [redacted]

s9(2)(h) [redacted]

Discussion relating to direct communication from Policyholders to IOC. David outlined IOC view and will provide SR with details of IOC standard response. IOC will check wording with Treasury and will advise SR Board Chair. IOC does not want to deter public from contacting IOC directly as IOC welcomes any avenues of information but, being mindful of ToR, expect this to be one-way communication (other than the proposed standard response).

In relation to the 6% v 10% issue, IOC **agreed** that this is not an implementation issue and members are satisfied that it was considered at the time the Package was evolving. IOC understand the considerations both financially and in terms of fairness to all policyholders. **David will write** to SR setting out IOC view.

- s9(2)(ba)(i)

s9(2)(ba)(i)

. IOC **suggested** external assurance of processes to ensure meets best practice. SR advise that KPMG have been engaged for this purpose and **SR will provide** IOC with those outcomes.

- **Operational progress –**

Unit Manager provided an update on POPP dashboard and Processing Project. Requests are coming in at the same rate as last month and now number almost 70 with several at the offer stage and some settled.

Using Terranet has improved contacts with over 400 additional addresses for each of Overcap and OOS. SR is happy with the progress on contact information.

Additional staff have been employed (some with experience working at SR) and recruitment is ongoing for other roles. SR now plan to shift to new offices along with EQC in late 2021.

s9(2)(ba)(i)

- ApplyID demonstration

Anna demonstrated the ApplyID identification tool that is being used by SR to confirm identity of Policyholders.

SR attendees departed at 2.15pm

10. **General Business –**

- Summary of IOC views on matters discussed above and steps going forward (see below – Action Items).

11. **Next meeting – 13 August 2021, 10.30am to 2.30pm**

(Nina attending via MS Teams. s9(2)(a) **to meet** with GCCRS Staff to try to improve virtual experience.)

12. **Summary and close of meeting – Meeting closed at 2.35pm.**

Action items	Owner	Deadline	Status
Contact Treasury regarding ongoing issues with IOC emails to phones and laptops	Sandra	tba	In progress
Email in response to direct public communications to be drafted and distributed to IOC for comment and forwarded to Treasury and SR once approved by IOC	David	13 August	In progress
August Report draft to be fleshed out and sent to IOC for consideration/completion at the August meeting	s9(2)(a)	6 August	In progress
Amend standard Agenda to include 30 mins Committee only time from 2pm	s9(2)(a)	6 August	Completed
s9(2)(ba)(i)	David	13 August	
s9(2)(ba)(i)	Veronica	13 August	
s9(2)(ba)(i)	Veronica	TBA	
Outcomes from external review of processes by KPMG to be provided to IOC	SR General Manager	TBA	
Treasury to be asked about possibility of IOC using Diligent	s9(2)(a)	18 June	In progress
s9(2)(ba)(i)	Casey	TBA	
IOC letter to SR (Management and Board) setting out IOC view on 6% v 10% issue	David	13 August	In progress
Meet with GCCRS staff to improve experience of virtual attendees	s9(2)(a)	13 August	Completed