

22 August 2014

Mr Mark Hanna  
<mailto:fyi-request-1891-2f91fbc2@requests.fyi.org.nz>

Dear Mr Hanna

On 21 August 2014, ACC sent your acknowledgement letter to another requester on [www.fyi.org](http://www.fyi.org) website in error.

ACC apologises for this.

The error occurred when the staff member was processing more than one FYI request, which have similar addresses. In light of this we have amended how FYI requests are processed.

Yours sincerely



Claire Stearne  
**Acting Team Manager**