



15 December 2023

Anon

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Kia ora

**Your Official Information Act request, reference: GOV-029412**

Thank you for your email of 6 December 2023, asking for the following information under the Official Information Act 1982 (the Act):

*This is a request for a copy of ACC's TIO1- Acknowledge and Extension combined- claimant template document and all processes, policies, guidelines, rules, and/or other information that indicates when ACC should use the ACC TIO1 template letter.*

*This is also a request for the number of instances in which ACC issued a TIO1 letter over the last 10 years, or any other acknowledgement letter which wrongly states the legislative timeframe for ACC to make a decision on a claim (e.g., Section 57 of the Act states that ACC has 2 months to investigate a claim and make a decision, not 4 months.)*

**The following documents are attached:**

- A copy of the 'TIO1- Acknowledge and Extension combined' letter template;
- Relevant extracts of our 'Treatment Injury: Claims Assessment' and 'Treatment Injury: Letters and forms guidance' pages; and
- 'Make cover or funding decision: Make Treatment Injury cover decision' —See step 1(a) where the 'Treatment Injury - Letters and forms guidance' page is linked.

As staff names were not requested, they have been deemed out of the scope of your request and removed.

**Section 57 of the Accident Compensation Act 2001**

While section 57 states that ACC has two months to investigate a claim and make a decision, this period can be extended for an additional two months. The TIO1 form can be used to notify the client about an additional two months (on top of the initial two) that ACC anticipates will need to assess the claim. Accordingly, the letter template outlines this maximum of four months.

**The number of instances in which ACC issued a TIO1 letter over the last 10 years**

The TIO1 letter has been generated on EOS 112,239 times between 1 January 2014 and 11 December 2023 with the status "complete." This figure was extracted on 12 December 2023 and may differ if extracted again at a later date.

**As this information may be of interest to other members of the public**

ACC may publish a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available [www.acc.co.nz/resources/#/category/12](http://www.acc.co.nz/resources/#/category/12).

**If you have any questions about this response, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

Ngā mihi



Sara Freitag  
**Manager, Official Information Act Services**  
Government Engagement