

25 February 2025

Bob Jones
fyi-request-29919-fe07d6c0@requests.fyi.org.nz

REF: OIA-17506

Dear Bob

Request made under the Official Information Act 1982

Thank you for your email of 29 January 2025 requesting the following information under the Official Information Act 1982 (the Act):

I am requesting all emails and other forms communications between NZTA/NZTA contractors and Insurance companies covering topics such as road quality, insurance claims and any statistics or trend analysis.

I would also request from NZTA and any roading contractors statistics around payouts for damage to vehicles, broken down by year and region if available

On 7 February 2025, you provided the following refinement of your request:

With point 1) Would it be easier if we limited it to communications with insurers and underwriters over the past 2 years?

Point 2) Yes the last 5 years works and yes a sum total works

It was found that for part 1 of your request, that it was difficult to refine it to a manageable level. An initial email sweep came back with 26,624 emails. Therefore, we requested further refinement of this part of your request in order to provide you with a meaningful response to this part of your request.

On 18 February, you further refined your request, as shown below.

Based on the information you have provided I am happy to ignore question 1 and proceed with question 2

As such, we have only proceeded with answering part 2 of your request, including the refinement on 7 February 2025.

Please find the requested information in the below tables.

Total values of claims for the last five years

Year (calendar year)	2020	2021	2022	2023	2024
Value of payments	\$1,921.52	\$4,608.99	\$35,622.13	\$28,532.37	\$18,230.07

Total number of claims for the last five years

Year (calendar year) and Region	2020	2021	2022	2023	2024	Total by region
Northland/Auckland	0	1	0	0	1	2
Waikato/ Bay of Plenty	0	6	1	19	11	37
Gisborne/Hawke's Bay	0	0	2	5	1	8
Taranaki/Manawatū / Whanganui	1	0	2	2	8	13
Wellington	1	0	1	0	0	2
Nelson/Tasman/Marlborough	0	0	0	0	0	0
Canterbury	0	0	1	0	2	3
Other	0	0	0	1	0	1
Total by Year	2	7	7	27	23	66

Please note, the claim values for each region has not been provided due to the confidential nature of the settlements, and the small numbers of claims in some regions in some years may impact this confidentiality.

As such, this information has been withheld under section 9(2)(ba)(ii) of the Act, to protect information which is subject to an obligation of confidence, where the making available of the information would be likely otherwise to damage the public interest.

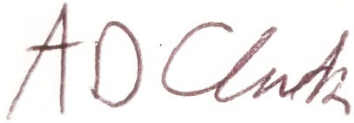
With respect to the information that has been withheld, I do not consider there are any other factors which would render it desirable, in the public interest, to make the information available.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to withhold some information from this request. The contact details for the Ombudsman can be located at www.ombudsman.parliament.nz.

In line with NZ Transport Agency Waka Kotahi (NZTA) policy, this response will soon be published on our website, with personal information removed.

If you would like to discuss this reply with NZTA, please contact Ministerial Services, by email to official.correspondence@nzta.govt.nz.

Yours sincerely

A handwritten signature in brown ink that reads "AD Clark". The letters are cursive and somewhat stylized.

Andrew Clark

National Manager Maintenance and Operations