

18 March 2016

David Lawson  
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[fyi-request-3658-a8226cac@requests.fyi.org.nz](mailto:fyi-request-3658-a8226cac@requests.fyi.org.nz)

Dear Mr Lawson

### Official Information Act 1982 – Notification of Time Extension

Thank you for your requests, seeking information on the following matters (with date of request):

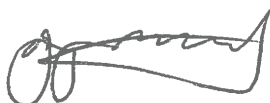
1. Copies of screen shots that can be generated from an ACC claimant's Eos Party level records on the ACC Party level information storage system, and also the Eos Claims level system. (fyi-request-3656-6ecb034c, 20 February 2016)
2. ACC Official Complaints Investigation Unit, Policy and process to be followed during the OCI complaint process. (fyi-request-3658-a8226cac, 21 March 2016)

Due to the need for internal consultation in relation to your various questions, we need additional time to complete our response. Accordingly, ACC has extended the date for response to 24 March 2016. This extension complies with Section 15A of the Official Information Act 1982.

If you have any questions about this extension please contact us at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

If you are still not happy, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to: The Office of the Ombudsman, PO Box 10 152, WELLINGTON 6143.

Yours sincerely



Janine McGruddy  
Senior Advisor