

14 March 2016

David Lawson  
[fyi-request-3731-33014c06@requests.fyi.org.nz](mailto:fyi-request-3731-33014c06@requests.fyi.org.nz)

Dear Mr Lawson

### Official Information Act Request

Thank you for your request shown in italics below and received on the 9 March 2016:

*I am requesting under the OIA all official information in relation to the Intricate Claims Unit that is operating at the Wellington Branch.*

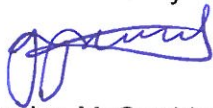
- Please provide the full business plan, structure and objectives of this unit, together with all information that details the selection criteria for ACC claimants to be removed from their local area branch to this nationally based Intricate Claims Unit.*
- Please also include all official information in respect of the communication plans that the ACC claimants are subjected to.*
- Please also provide full details of the level of staffing and whether this is a single national branch unit or whether there are other similar units nationally and if so where they are based.*
- Can you please confirm whether the Intricate Claims Unit is in fact the Remote Claims Unit rebranded.*
- Please supply to me the full official information surrounding the reasons for the development and implementation of such a unit and how long that this unit has been operational.*
- Please confirm to me as to whether claimants at the Intricate Claims Unit have their communications vetted by the ACC Legal services team before any responses to an ACC claimants request for information or answers to questions are provided to the ACC claimant.*
- Please also provide all flow charts that provide full information as to how this unit, fits in with the balance of all other ACC Claims Management Units.*
- Please also provide all information that is associated with the claims management streaming that the ACC clients who are relocated to this unit are managed.*

*Under s16(2) of the Official Information Act, my preferred way of receiving a response is by email to the address from which ACC received the original request, not by post.*

ACC is working on your request and will be in touch with you as soon as possible and certainly no later than 8 April 2016.

If you have any questions in the meantime, please contact [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

Yours sincerely



Janine McGruddy  
**Senior Advisor**