

14 November 2017

Mr Aaron Tily

Email: fyi-request-6390-ed15a96b@requests.fyi.org.nz

Dear Mr Tily

Official Information Act Request

We are writing further to our letter of 1 September 2017, in which we provided information to you under the Official Information Act 1982 in response to your questions:

What is the current amount of clients in the remote Claims unit.

How many staff occupy the unit. (sic)

Update of our response

On 1 September 2017 we advised that, as at 12 August 2017, the Remote Claims Unit (RCU) had 212 clients. We have recently become aware that this information was incorrect. The figure provided referred to claims, not clients. We apologise for this error.

We can advise that, as of 1 November 2017, the RCU was managing a total of 144 clients.

ACC is happy to answer your questions

If you have any questions or concerns about the information provided, ACC will be happy to work with you to resolve these. Please address any concerns by emailing GovernmentServices@acc.co.nz or in writing to *Government Services, PO Box 242, Wellington 6140*.

If you're unhappy with ACC's response, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to *The Office of the Ombudsman, PO Box 10152, Wellington 6143*.

Yours sincerely

Government Engagement and Support