

28 August 2018



David Lawson  
[fyi-request-6538-328090es@requests.fyi.org.nz](mailto:fyi-request-6538-328090es@requests.fyi.org.nz)

Dear Mr Lawson

Ref: 0052592

### Official Information Act Request

Thank you for your email of 20 August addressed to the Customer Resolutions Team, where you refer to your request made via the FYI website of 9 August 2018 titled:

*'Request for Official Information with respect to ACC's automatic application for review email confirming the Corporation's acknowledgement that a claimants review application has been received'.*

#### Our response

We refer you to your request of 3 August 2018 covering the same topic, also made via the FYI website, titled:

*'Request for Official Information in relation to ACC's automatic review Application Acknowledgement message for reviews lodged by email to the ACC Review Unit.'*

On 8 August 2018, the ACC Customer Resolution Team wrote to your personal email address, answering your questions of 3 August 2018.

The answers provided in the Customer Resolutions Team response of 8 August 2018, answer your questions raised in your further request of 9 August 2018, with one exception that we address below.

*Point 6 from your request of 9 August 2018*

With regard to point 6 in your request of 9 August 2018, which reads:

*"Please provide copies of ACC's policy on the use of communication plans, and how a claimant can seek review with the corporation on the validity and reasonableness of the Corporation placing them on a communication plan"*

We note you have requested this information several times already. We refer you to our previous letter of 12 April 2016, in response to a previous request you have made for the same information (Ref: 0047643). The response can be seen at the following link:

<https://fyi.org.nz/request/3731/response/12264/attach/html/3/RESPONSE.pdf.html>

#### Queries or concerns

If you have any questions regarding this response, please contact ACC via email at [GES@acc.co.nz](mailto:GES@acc.co.nz).

Yours sincerely  
**Government Engagement and Support**