



1 August 2018

Acclaim Otago
fyi-request-8220-93e6cf82@requests.fyi.org.nz

Dear Acclaim Otago

Ref: 0052313

Official Information Act Request

Thank you for your requests of 4 July 2018 through the FYI website, asking for the following information:

"How many CM03 letters were issued by ACC between 1 July 2009 and 30 June 2010

How many CM03 letters were issued by ACC between 1 July 2016 and 30 June 2017"

As advised in our acknowledgement of 10 July 2018 we are responding to your requests under the Official Information Act 1982 (the Act), and note we received only the above reference and notification.

Our response

ACC is only able to count the number of CM03 letters that have been generated/created. Just because a letter was generated in the system does not mean it was necessarily completed or sent.

For this reason, we are unable to provide the information you have requested. This decision is made under section 18(e) of the Act as the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

However, you may be interested in the data in the table below which provides the number of CM03 letters generated in the case management system between 1 July 2009 to 30 June 2010 and 1 July 2016 to 30 June 2017.

	1 July 2009 to 30 June 2010	1 July 2016 to 30 June 2017
CM03 letters generated	125,698	83,826

This data was extracted on 18 July 2018 and may differ if a re-run at a later date.

Queries or concerns

If you have any questions about the information provided, we will be happy to work with you to resolve these. we can be contacted via email at GES@acc.co.nz.

You also have the right to make a complaint to the Office of the Ombudsman if you are unhappy with our response. 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

Government Engagement and Support