

XX April 2016



Bryndwr
Christchurch

Dear 

Threatening staff

Our claims handling staff at Southern Response work in an environment which at times can be difficult and stressful. Our senior leadership regularly monitors the wellbeing of staff and any instances where customer interaction becomes inappropriate.

On Friday last week you contacted one of our staff members, swore at him and threatened him that you were "coming". We do not tolerate threats against staff and the matter has been referred on to the Christchurch Police for further action.

I am extremely disappointed to hear the manner in which you have chosen to communicate with us and the aggression and hostility that you have demonstrated. This behaviour is unacceptable and will not be tolerated.

The access you have via telephone with claims-handling staff to discuss your claim is a privilege which will be withdrawn should I be made aware of any further aggressive behaviour from you in any forum whatsoever. In these circumstances, all communication will be required in writing.

Southern Response personnel have been instructed they are not to meet with you for their own safety. To give context, this is one of a very small number of such censures I have needed to give in relation to our approximately 50,000 claims.

To progress your claim we need access to your property and this will be arranged in future without your presence given the risk you present to Southern Response staff, Arrow International staff and any contractors we may engage.

Our claims settlement staff are committed to settling your claim and we would ask that all future correspondence with Southern Response be professional and focused on this goal.

Yours faithfully

Peter Rose
Chief Executive
Southern Response Earthquake Services Ltd