



## JANUARY 2017

We'd like to wish you and your family all the best for 2017. We're already well underway with what promises to be another busy year.

We remain committed to getting our remaining customers' claims settled as fairly and quickly as possible. To date, we've settled **83%** of all over-cap house claims - that's **6,648 customers** who have either opted for a cash settlement or had their repair or rebuild completed by us. We've also completed 99% of our 21,693 out-of-scope claims.

We want to make sure that this year, you get there too. Late last year we streamlined our processes, re-organised our team and implemented key timeframes. These timeframes are to ensure our team have important milestones for progressing your claim, and to help keep you informed.

In this edition, you'll find copies of these new claim settlement guides for both **repair** and **rebuild** claims. Your Claims Specialist and Project Manager will be using these to support you through to settlement.

You'll also find updates about **additional support services** available to you at any time.

If you have any questions or concerns, please **contact your Claims Specialist** or any of our team members on **0800 501 525**.

Kind regards,



**Anthony Honeybone**  
General Manager - Claims Settlement

## Helpful guides to settling your claim



Last month we introduced new user-friendly guides to the process of settling your claim with us - one for customers with **repair claims** and one for **rebuild claims**.

These guides are a great tool for you and your Claims Specialist to use as you work through the settlement process together.

If you have recently been transferred to us from EQC (as of 1 December 2016), a Southern Response managed repair or build will no longer be available to you. Your Claims Specialist can discuss the specifics of your claim with you and help you figure out the best way forward.

As we progress, we will provide you with all the reports and recommendations from our technical experts, which will help keep you informed about the settlement of your claim.

It is important to note that there are specific timeframes for each step to

achieve a settlement outcome, which your Claims Specialist can discuss with you as you plan ahead.

Click to view the settlement guides for [repair claims](#) or [rebuild claims](#).

## Additional support services

If you are looking for independent support, you should consider getting in touch with the Residential Advisory Service ([RAS](#)).



RAS now offer brokered solutions for customers. RAS works with customers, private insurers and EQC, and has legal and technical expertise available to provide opportunities to get to a satisfactory resolution.

RAS offers a range of helpful tools, and best of all, is an independent and free service.

They can help with:

- Brokers with extensive experience working with homeowners, insurers and EQC
- Technical experts on hand
- Legal advice available
- Access to decision-makers in insurance companies and EQC
- Constructive conversations to achieve results

If you are interested in finding out more, please visit the RAS website for contact details and further information by [clicking here](#).

## One of our most complex builds completed to date



This has been one of the more complex builds in our programme, as you will see from the scale of the build and the complexities of getting it all just right. The new build is an exact replica of the original house, with all the original architectural features.

Meet the team involved and find out what the whole process was like from a customer perspective.

[Click here](#) to follow the story, and others, in our video library.

## Technical Reports

Wherever you are in the process with us, you may need access to key documents and reports to help you make decisions along the way, or to review with others. We will provide you with all the reports we gather, every step of the way.

We would like to make this process as simple as possible for you, so if you are considering seeking third party advice or even if you are just looking for some technical information, please speak with your Claims Specialist or any of our team in the first instance. We can guide you through the process and provide you with what's needed, so that we can keep things moving forward as smoothly as possible.

Please [contact us](#) to find out more about how we can provide you with the right information at the right time.



southernresponse.co.nz

0800 501 525

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