

1. T&C Proposal

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Peter Rose <Peter.Rose@southernresponse.co.nz>
Sent Date: Jan 15, 2014 16:35:05
Subject: T&C Proposal
Attachment: [image001.gif](#)
[Southern Response Proposal 150114.pdf](#)

Hi Peter a pleasure catching up with you and your team yesterday

As discussed please see attached our proposal for your approval – I hope it ticks the boxes for you and [REDACTED] and we look forward to providing you with support.

If you could come back to me once reviewed we will get the situational awareness underway and drop back down on the 28 Jan

Regards

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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2. Invocing

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Feb 18, 2014 13:01:16
Subject: Invocing
Attachment: [image001.gif](#)

Hi [REDACTED] we will be flicking our first invoice through at the end of the month and wondering if we need a purchase order?

It's our plan to keep the info short.

Also what's the process of submitted the invoice – does it go to you and who do we make it out to?

Cheers

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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3. RE: Invocing

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Feb 18, 2014 13:09:40
Subject: RE: Invocing
Attachment: [image001.gif](#)

Thanks – what's your DA!!!!

N

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Tuesday, 18 February 2014 1:09 p.m.
To: Nick Thompson
Subject: RE: Invocing

Make it out to me. No order number necessary

S

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Tuesday, 18 February 2014 1:01 p.m.
To: [REDACTED]
Subject: Invocing

Hi [REDACTED] we will be flicking our first invoice through at the end of the month and wondering if we need a purchase order?

It's our plan to keep the info short.

Also what's the process of submitted the invoice – does it go to you and who do we make it out to?

Cheers

Nick

NICK THOMPSON

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

██████████
██████████
██████████
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4. RE: Invocing

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Feb 18, 2014 13:31:18
Subject: RE: Invocing
Attachment: [image001.jpg](#)
[image002.gif](#)

Sorry delegated authority for approving invoices?

N

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Tuesday, 18 February 2014 1:26 p.m.
To: Nick Thompson
Subject: RE: Invocing

DA= address?

This would do but email it.

[REDACTED]

Acting Communication Manager

Southern Response

DDI: ([REDACTED])

[REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

██████████southernresponse.co.nz

www.southernresponse.co.nz

Southern Response Earthquake Services Ltd is the Crown-owned company responsible for AMI customers' claims for the Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]

Sent: Tuesday, 18 February 2014 1:10 p.m.

To: ██████████

Subject: RE: Invocing

Thanks – what's your DA!!!!

N

From: ██████████ [mailto:██████████southernresponse.co.nz]

Sent: Tuesday, 18 February 2014 1:09 p.m.

To: Nick Thompson

Subject: RE: Invocing

Make it out to me. No order number necessary

S

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]

Sent: Tuesday, 18 February 2014 1:01 p.m.

To: ██████████

Subject: Invocing

Hi [REDACTED] we will be flicking our first invoice through at the end of the month and wondering if we need a purchase order?

It's our plan to keep the info short.

Also what's the process of submitted the invoice – does it go to you and who do we make it out to?

Cheers

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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5. Progress

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>
Sent Date: Mar 04, 2014 15:01:32
Subject: Progress
Attachment: [image001.gif](#)

Hi [REDACTED] just a quick update on things

- 1) The site review is completed – I am just reviewing and will publish this week
- 2) The director reviews will be taking place 10/11 Feb and all response plans in place by the following week
- 3) The threat assessment is 80% completed and will be with you end of this week
- 4) The risk management plan is up and running and [REDACTED] has been working on this with you

Hope all is well

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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6. Action List

From: [REDACTED] <[REDACTED]@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>, Peter Rose <Peter.Rose@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz' <[REDACTED]@t60.co.nz>
Sent Date: Mar 13, 2014 10:20:04
Subject: Action List
Attachment: [image001.gif](#)
[Southern Response Security Action List 130314.docx](#)
[Security Response Levels.docx](#)

Hi Peter / Sarah / Anna,

Many thanks for your time the other day.

I have attached the spreadsheet from within the security review so that you can use it as an Action List. Hope that helps. Please let me know if there are any queries. We can also put together a proposal on us managing for you if required.

The Police website on personal safety is:

www.police.govt.nz/safety

There are a couple of topics in there that are useful around protecting your property and keeping safe.

I have also attached the security response levels (which are attached to the back of the residential security reviews I am doing). This is also a bit of a guide to help in security awareness.

Finally an indicative cost for the Cyclops Monitoring of CCTV cameras is approximately \$95 per camera per month. Depending on the CCTV system, there may be some small additional costs to set it up. Obviously not all cameras would need monitoring. Nick is more involved in this, so if you want further information I will pass it over to him.

Please let me know if there is anything else.

Regards,

████

██████████

Projects Manager

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

██████████

██████████

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SOUTHERN RESPONSE ACTIVELY RELEASED BY EARTHQUAKE SERVICES LTD

7. Police Complaint

From: [REDACTED] <[REDACTED]@tcil.co.nz>
To: Peter Rose <Peter.Rose@southernresponse.co.nz>, Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>, [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz' <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>
Sent Date: Mar 14, 2014 13:11:25
Subject: Police Complaint
Attachment: [image001.gif](#)

Good Afternoon Peter,

Further to our discussions today regarding comments made by [REDACTED] I believe best course of action is:

- Lay a complaint with Police at Chch Central. This can be done at the watch house. It will ensure that the nature of the complaint is logged, in case any events occur over the weekend. It also shows that SR are taking the comments seriously, as well as the fact that they were made to open media. Central Police I understand is at 62-74 St Asaph street.
- At the moment I would not like to see the recording published as it will be open to OIA in the future. It could also affect our future ability to obtain close source information. I would suggest that where possible we use media, or customers. Is there a way you have received this information from one of these sources?
- With regards to the comments – I would suggest that an announcement be made to all senior staff and Board Directors to enable them to have more security awareness over the weekend. I understand you have already done this. If there is any emergency please ensure they contact the '111' police emergency line in the first instance, and if they need any follow up then please make my mobile number available.
- With regards to other comments made by [REDACTED] (threats to a Pod Leader), and [REDACTED] (appealing for a whistle blower) – we can discuss in more detail after the weekend.

Please let me know if there is anything else you require.

Regards,

[REDACTED]

[REDACTED]

Projects Manager

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

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8. RE: Police Complaint

From: Peter Rose <Peter.Rose@southernresponse.co.nz>
To: [REDACTED] <[REDACTED]@tcil.co.nz>, Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>, [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz' <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>
Sent Date: Mar 18, 2014 07:41:54
Subject: RE: Police Complaint
Attachment: [image001.gif](#)

Thanks [REDACTED] No issues over the weekend

I did lay a complaint on Friday last (got a reference number) and am visiting [REDACTED] [REDACTED] [REDACTED] (indirectly advised to me via CERA) on Thursday. My questions are:

- Should I be encouraging the Police to have words with [REDACTED] If not, what?
- Should I say that we recorded the meeting or otherwise, how do we know what was said – I have said that there were people there who advise us?

Peter

From: [REDACTED] [mailto:[REDACTED]@tcil.co.nz]
Sent: Friday, 14 March 2014 1:11 p.m.
To: Peter Rose; Anna Gruczynska; [REDACTED]
Cc: [REDACTED]@t60.co.nz'; Gavin Clark; [REDACTED]
Subject: Police Complaint

Good Afternoon Peter,

Further to our discussions today regarding comments made by [REDACTED] I believe best course of action is:

- Lay a complaint with Police at Chch Central. This can be done at the watch house. It will ensure that the nature of the complaint is logged, in case any events occur over the weekend. It also shows that SR are taking the comments seriously, as well as the fact that they were made to open media. Central Police I understand is at 62-74 St Asaph street.

- At the moment I would not like to see the recording published as it will be open to OIA in the future. It could also affect our future ability to obtain close source information. I would suggest that where possible we use media, or customers. Is there a way you have received this information from one of these sources?

- With regards to the comments – I would suggest that an announcement be made to all senior staff and Board Directors to enable them to have more security awareness over the weekend. I understand you have already done this. If there is any emergency please ensure they contact the '111' police emergency line in the first instance, and if they need any follow up then please make my mobile number available.

- With regards to other comments made by [REDACTED] [REDACTED] (threats to a Pod Leader), and [REDACTED] [REDACTED] (appealing for a whistle blower) – we can discuss in more detail after the weekend.

Please let me know if there is anything else you require.

Regards,

[REDACTED]

[REDACTED]

Projects Manager

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

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9. Re: Police Complaint

From: [REDACTED] <[REDACTED]@tcil.co.nz>
To: Peter Rose <Peter.Rose@southernresponse.co.nz>
Cc: Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>,
Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Nick
Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Mar 18, 2014 07:51:11
Subject: Re: Police Complaint
Attachment: [image001.gif](#)

Good morning Peter.

Thank you for the update. I actually know [REDACTED] from [REDACTED] didn't realise he was in Christchurch.

We will be discussing at a team meeting and will get back to you today.

Regards,

[REDACTED]

[REDACTED]

Sent from my iPhone

On 18/03/2014, at 7:42 am, "Peter Rose" <Peter.Rose@southernresponse.co.nz> wrote:

Thanks [REDACTED] No issues over the weekend

I did lay a complaint on Friday last (got a reference number) and am visiting [REDACTED] [REDACTED] [REDACTED] (indirectly advised to me via CERA) on Thursday. My questions are:

- Should I be encouraging the Police to have words with [REDACTED] If not, what?
- Should I say that we recorded the meeting or otherwise, how do we know what was said – I have said that there were people there who advise us?

Peter

From: [REDACTED] [mailto:[REDACTED]@tcil.co.nz]

Sent: Friday, 14 March 2014 1:11 p.m.

To: Peter Rose; Anna Gruczynska; [REDACTED]

Cc: [REDACTED]@t60.co.nz'; Gavin Clark; [REDACTED]

Subject: Police Complaint

Good Afternoon Peter,

Further to our discussions today regarding comments made by [REDACTED] I believe best course of action is:

- Lay a complaint with Police at Chch Central. This can be done at the watch house. It will ensure that the nature of the complaint is logged, in case any events occur over the weekend. It also shows that SR are taking the comments seriously, as well as the fact that they were made to open media. Central Police I understand is at 62-74 St Asaph street.
- At the moment I would not like to see the recording published as it will be open to OIA in the future. It could also affect our future ability to obtain close source information. I would suggest that where possible we use media, or customers. Is there a way you have received this information from one of these sources?
- With regards to the comments – I would suggest that an announcement be made to all senior staff and Board Directors to enable them to have more security awareness over the weekend. I understand you have already done this. If there is any emergency please ensure they contact the '111' police emergency line in the first instance, and if they need any follow up then please make my mobile number available.
- With regards to other comments made by [REDACTED] [REDACTED] (threats to a Pod Leader), and [REDACTED] [REDACTED] (appealing for a whistle blower) – we can discuss in more detail after the weekend.

Please let me know if there is anything else you require.

Regards,

[REDACTED]

[REDACTED]

Projects Manager

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
PO Box 301775, Albany, NSMC 0752, New Zealand
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<image001.gif>

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10. RE: Police Complaint

From: [REDACTED] <[REDACTED]@tcil.co.nz>
To: Peter Rose <Peter.Rose@southernresponse.co.nz>
Cc: Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>,
Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Nick
Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Mar 19, 2014 14:47:24
Subject: RE: Police Complaint
Attachment: [image001.gif](#)

Hi Peter,

With regards to your 2 points below:

· Yes we believe that pressure should go on Police to talk to [REDACTED] [REDACTED]. He is stepping on a fine line with his responsibilities as a [REDACTED] - [REDACTED] [REDACTED] should make a retraction of his comments.

· There should be no mention of the recording. This will then be open to disclosure and may expose our role. I would suggest that you have been advised by clients (even [REDACTED] sister) or media.

As mentioned before – I know [REDACTED] [REDACTED] [REDACTED]), [REDACTED] am happy to talk to him if required.

With regards to Security Response Plans – I am still awaiting responses for many of these. To date I have [REDACTED] [REDACTED] and [REDACTED]. Are there many more to come?

I briefly saw [REDACTED] in Dunedin airport yesterday and he was happy with his current security. I hope to complete the 3 residential reviews by weeks end.

Regards,

[REDACTED]

[REDACTED]

[REDACTED] **Manager**

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]

[REDACTED]

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From: [REDACTED]

Sent: Tuesday, 18 March 2014 7:51 a.m.

To: Peter Rose

Cc: Anna Gruczynska; [REDACTED] [REDACTED]@t60.co.nz; Gavin Clark; [REDACTED] Nick Thompson

Subject: Re: Police Complaint

Good morning Peter.

Thank you for the update. I actually know [REDACTED] from [REDACTED] and didn't realise he was in Christchurch.

We will be discussing at a team meeting and will get back to you today.

Regards,

██████████

████████████████████

Sent from my iPhone

On 18/03/2014, at 7:42 am, "Peter Rose" <Peter.Rose@southernresponse.co.nz> wrote:

Thanks ██████████ No issues over the weekend

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██████████ (indirectly advised to me via CERA) on Thursday. My questions are:

- Should I be encouraging the Police to have words with ██████████ If not, what?
- Should I say that we recorded the meeting or otherwise, how do we know what was said – I have said that there were people there who advise us?

Peter

From: ██████████ [mailto:██████████@tcil.co.nz]

Sent: Friday, 14 March 2014 1:11 p.m.

To: Peter Rose; Anna Gruczynska; ██████████

Cc: ██████████@t60.co.nz'; Gavin Clark; ██████████

Subject: Police Complaint

Good Afternoon Peter,

Further to our discussions today regarding comments made by ██████████ I believe best course of action is:

- Lay a complaint with Police at Chch Central. This can be done at the watch house. It will ensure that the nature of the complaint is logged, in case any events occur over the weekend. It also shows that SR are taking the comments seriously, as well as the fact that they were made to open media. Central Police I understand is at 62-74 St Asaph street.

- At the moment I would not like to see the recording published as it will be open to OIA in the future. It could also affect our future ability to obtain close source information. I would suggest that where possible we use media, or customers. Is there a way you have received this information from one of these sources?

- With regards to the comments – I would suggest that an announcement be made to all senior staff and Board Directors to enable them to have more security awareness over the weekend. I understand you have already done this. If there is any emergency please ensure they contact the '111' police emergency line in the first instance, and if they need any follow up then please make my mobile number available.

- With regards to other comments made by [REDACTED] (threats to a Pod Leader), and [REDACTED] (appealing for a whistle blower) – we can discuss in more detail after the weekend.

Please let me know if there is anything else you require.

Regards,

[REDACTED]

[REDACTED]

[REDACTED] **Manager**

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

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11. RE: Police Complaint

From: Peter Rose <Peter.Rose@southernresponse.co.nz>
To: [REDACTED] <[REDACTED]@tcil.co.nz>
Cc: Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>,
Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Nick
Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Mar 19, 2014 16:10:02
Subject: RE: Police Complaint
Attachment: [image001.gif](#)

Thanks [REDACTED] I'm seeing him tomorrow. No further security checks – a few of us are foolhardy

Peter

From: [REDACTED] [mailto:[REDACTED]@tcil.co.nz]
Sent: Wednesday, 19 March 2014 2:47 p.m.
To: Peter Rose
Cc: Anna Gruczynska; [REDACTED] [REDACTED]@t60.co.nz; Gavin Clark; [REDACTED] Nick Thompson
Subject: RE: Police Complaint

Hi Peter,

With regards to your 2 points below:

- Yes we believe that pressure should go on Police to talk to [REDACTED] [REDACTED] He is stepping on a fine line with his responsibilities [REDACTED]

- [REDACTED] He should make a retraction of his comments.

- There should be no mention of the recording. This will then be open to disclosure and may expose our role. I would suggest that you have been advised by clients (even [REDACTED] sister) or media.

As mentioned before – I know [REDACTED] [REDACTED] [REDACTED]), and am happy to talk to him if required.

With regards to Security Response Plans – I am still awaiting responses for many of these. To date I have [REDACTED] [REDACTED] and [REDACTED] Are there many more to come?

I briefly saw [REDACTED] in Dunedin airport yesterday and he was happy with his current security. I hope to complete the 3 residential reviews by weeks end.

Regards,

██████████
██████████
Projects Manager

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

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██████████
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From: ██████████

Sent: Tuesday, 18 March 2014 7:51 a.m.

To: Peter Rose

Cc: Anna Gruczynska; ██████████ ██████████ t60.co.nz; Gavin Clark; ██████████ Nick Thompson

Subject: Re: Police Complaint

Good morning Peter.

Thank you for the update. I actually know ██████████ ██████████ and didn't realise he was in Christchurch.

We will be discussing at a team meeting and will get back to you today.

Regards,

██████████

████████████████████

Sent from my iPhone

On 18/03/2014, at 7:42 am, "Peter Rose" <Peter.Rose@southernresponse.co.nz> wrote:
Thanks ██████████ No issues over the weekend

I did lay a complaint on Friday last (got a reference number) and am visiting ██████████ ██████████
██████████ (indirectly advised to me via CERA) on Thursday. My questions are:

- Should I be encouraging the Police to have words with ██████████ If not, what?
- Should I say that we recorded the meeting or otherwise, how do we know what was said – I have said that there were people there who advise us?

Peter

From: ██████████ [mailto:██████████@tcil.co.nz]

Sent: Friday, 14 March 2014 1:11 p.m.

To: Peter Rose; Anna Gruczynska; ██████████

Cc: ██████████@t60.co.nz'; Gavin Clark; ██████████

Subject: Police Complaint

Good Afternoon Peter,

Further to our discussions today regarding comments made by ██████████ I believe best course of action is:

- Lay a complaint with Police at Chch Central. This can be done at the watch house. It will ensure that the nature of the complaint is logged, in case any events occur over the weekend. It also shows that SR are taking the comments seriously, as well as the fact that they were made to open media. Central Police I understand is at 62-74 St Asaph street.
- At the moment I would not like to see the recording published as it will be open to OIA in the future. It could also affect our future ability to obtain close source information. I would suggest that where possible we use media, or customers. Is there a way you have received this information from one of these sources?
- With regards to the comments – I would suggest that an announcement be made to all senior staff and Board Directors to enable them to have more security awareness over the weekend. I understand you have already done this. If there is any emergency please ensure they contact the '111' police emergency line in the first instance, and if they need any follow up then

please make my mobile number available.

- With regards to other comments made by [REDACTED] [REDACTED] (threats to a Pod Leader), and [REDACTED] [REDACTED] (appealing for a whistle blower) – we can discuss in more detail after the weekend.

Please let me know if there is anything else you require.

Regards,

[REDACTED]

[REDACTED]

[REDACTED] **Manager**

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

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12. SR Blog

From: [REDACTED] <[REDACTED]@tcil.co.nz>
To: Peter Rose <Peter.Rose@southernresponse.co.nz>
Sent Date: Mar 28, 2014 15:09:04
Subject: SR Blog
Attachment: [image001.gif](#)

Hi Peter,

Trust all is well with you. Things seem to be pretty quiet at the moment which is good to see.

We have a blog which currently only has [REDACTED] on it. We put various news items and security related bites on their.

To get around disclosure, privacy and OIA issues, we normally set up a discreet email address for you – in gmail or similar. So a couple of questions:

- Do you want to be on the blog?
- Do you want us to set up a discreet email account for you – or do you want to?

Look forward to hearing back.

Cheers,

[REDACTED]

[REDACTED]

Projects Manager

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13. Catch up

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>
Sent Date: May 01, 2014 10:08:16
Subject: Catch up
Attachment: [image003.jpg](#)

Hi [REDACTED] I am thinking about coming down at some stage during the week of 26 May for a progress meeting

How are you placed during that week – I wouldn't mind to review the work we have completed to date and catch up with Peter and Sarah Giles

Let me know which day works best for you

Nick

NICK THOMPSON

- / MOBILE
- / PHONE
- / FAX
- / POSTAL
- / WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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14. RE: Catch up

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: May 09, 2014 14:39:24
Subject: RE: Catch up
Attachment: [image001.jpg](#)

Hi mate how you placed for that catch up at 9am Tuesday 27 May?

I thought we could have a hour together then separate meetings with Peter and Sarah – if that time and date works I'll send the invites from there

Have a good weekend

Nick

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Thursday, 1 May 2014 12:46 p.m.
To: Nick Thompson
Subject: RE: Catch up

Hi Nick

Yes good

S

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Thursday, 1 May 2014 10:08 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Catch up

Hi [REDACTED] I am thinking about coming down at some stage during the week of 26 May for a progress meeting

How are you placed during that week – I wouldn't mind to review the work we have completed to date and catch up with Peter and Sarah Giles

Let me know which day works best for you

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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15. Catch up Tuesday 27 May

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: May 12, 2014 15:40:47
Subject: Catch up Tuesday 27 May
Attachment: [image003.jpg](#)

Hi Sarah I am popping in to see [REDACTED] and wouldn't mind a half hour to catch up and discuss the review and any issues.

How are you placed around 10.30am on the 27th May?

Cheers

Nick

NICK THOMPSON

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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16. Catch up with Peter

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: May 12, 2014 15:43:49
Subject: Catch up with Peter
Attachment: [image001.jpg](#)

Hi Anna I am popping in to see [REDACTED] on Tuesday the 27th May and wouldn't mind a half hour with Peter to catch up.

Can you let me know how his morning is looking between 10.30am and midday or early afternoon please?

If he has a spare half hour can you slot myself and [REDACTED] in please?

Cheers

Nick

NICK THOMPSON

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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17. RE: Catch up Tuesday 27 May

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Cc: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>
Sent Date: May 13, 2014 08:59:11
Subject: RE: Catch up Tuesday 27 May
Attachment: [image001.jpg](#)

Great thanks Victor – I'll flick you an appointment

N

From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]
Sent: Tuesday, 13 May 2014 8:45 a.m.
To: Nick Thompson
Cc: Sarah Giles
Subject: RE: Catch up Tuesday 27 May

Hi Nick,

I am happy to meet with you on 27 May at 10:30 to discuss the review.

Regards

Victor Wells

Legal Risk Manager

From: Sarah Giles
Sent: Tuesday, 13 May 2014 8:36 a.m.
To: 'Nick Thompson'
Cc: Victor Wells
Subject: RE: Catch up Tuesday 27 May

Hi Nick

Victor Wells has taken this over. Victor can you contact Nick please.

Thanks

Sarah

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]

Sent: Monday, 12 May 2014 3:41 p.m.

To: Sarah Giles

Cc: [REDACTED]

Subject: Catch up Tuesday 27 May

Hi Sarah I am popping in to see [REDACTED] and wouldn't mind a half hour to catch up and discuss the review and any issues.

How are you placed around 10.30am on the 27th May?

Cheers

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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18. RE: Catch up Tuesday 27 May

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: May 22, 2014 12:30:34
Subject: RE: Catch up Tuesday 27 May
Attachment: [image001.jpg](#)

Hi Victor just to let you know I will be bringing one of my team with [REDACTED] who will cover off on a risk tool that is being used within Parliament and MP's out of Parliament offices.

The intention will be to discuss how this tool can be used to risk assess individual applications – would it be possible to add half an hour to our meeting to cover this off – so now 10am – 1130am

Thanks and see you Tuesday

Nick

From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]
Sent: Tuesday, 13 May 2014 8:45 a.m.
To: Nick Thompson
Cc: Sarah Giles
Subject: RE: Catch up Tuesday 27 May

Hi Nick,

I am happy to meet with you on 27 May at 10:30 to discuss the review.

Regards

Victor Wells

Legal Risk Manager

From: Sarah Giles
Sent: Tuesday, 13 May 2014 8:36 a.m.

To: 'Nick Thompson'
Cc: Victor Wells
Subject: RE: Catch up Tuesday 27 May

Hi Nick

Victor Wells has taken this over. Victor can you contact Nick please.

Thanks

Sarah

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Monday, 12 May 2014 3:41 p.m.
To: Sarah Giles
Cc: [REDACTED]
Subject: Catch up Tuesday 27 May

Hi Sarah I am popping in to see [REDACTED] and wouldn't mind a half hour to catch up and discuss the review and any issues.

How are you placed around 10.30am on the 27th May?

Cheers

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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19. Catch up Nick, Victor & [REDACTED] re security review

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>
Sent Date: May 22, 2014 12:30:54
Subject: Catch up Nick, Victor & [REDACTED] re security review
Attachment: [meeting.ics](#)

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20. RE: Catch up Tuesday 27 May

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: 'Nick Thompson' <Nick.Thompson@tcil.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: May 22, 2014 16:40:48
Subject: RE: Catch up Tuesday 27 May
Attachment: [image001.jpg](#)

Sure Nick,

No problem...

Victor Wells

Legal Risk Manager

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]

Sent: Thursday, 22 May 2014 12:31 p.m.

To: Victor Wells

Cc: [REDACTED]

Subject: RE: Catch up Tuesday 27 May

Hi Victor just to let you know I will be bringing one of my team with [REDACTED] who will cover off on a risk tool that is being used within Parliament and MP's out of Parliament offices.

The intention will be to discuss how this tool can be used to risk assess individual applications – would it be possible to add half an hour to our meeting to cover this off – so now 10am – 1130am

Thanks and see you Tuesday

Nick

From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]

Sent: Tuesday, 13 May 2014 8:45 a.m.

To: Nick Thompson

Cc: Sarah Giles

Subject: RE: Catch up Tuesday 27 May

Hi Nick,

I am happy to meet with you on 27 May at 10:30 to discuss the review.

Regards

Victor Wells

Legal Risk Manager

From: Sarah Giles

Sent: Tuesday, 13 May 2014 8:36 a.m.

To: 'Nick Thompson'

Cc: Victor Wells

Subject: RE: Catch up Tuesday 27 May

Hi Nick

Victor Wells has taken this over. Victor can you contact Nick please.

Thanks

Sarah

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]

Sent: Monday, 12 May 2014 3:41 p.m.

To: Sarah Giles

Cc: [REDACTED]

Subject: Catch up Tuesday 27 May

Hi Sarah I am popping in to see [REDACTED] and wouldn't mind a half hour to catch up and discuss the review and any issues.

How are you placed around 10.30am on the 27th May?

Cheers

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]

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21. Invoice INV-13888 from Thompson and Clark Investigations Ltd for Southern Response

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: [REDACTED] <[REDACTED]southernresponse.co.nz>
Sent Date: Jun 05, 2014 15:12:25
Subject: Invoice INV-13888 from Thompson and Clark Investigations Ltd for Southern Response
Attachment: [image001.gif](#)
[Invoice INV-13888.pdf](#)

Hi [REDACTED]

Attached please find invoice 13888 for work done in May.

Please feel free to contact me if you have any queries.

Regards

[REDACTED]
Office Manager

/ MOBILE
/ POSTAL
/ WEBSITE

[REDACTED]
PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

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22. Thompson & Clark

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@tcil.co.nz>
Sent Date: Jun 16, 2014 14:19:15
Subject: Thompson & Clark
Attachment: [image002.jpg](#)
[Southern Response Proposal 150114.pdf](#)
[Southern Response TA March 2014.pdf](#)

Hi Casey I was informed that [REDACTED] may have left SR and that you were to be our new contact person.

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§ Security review of Show Place offices – this has been published and sits with Victor

Can we arrange a conference call time to discuss the transition from [REDACTED] and also the below event please?

Kind Regards

Nick

Sent: Saturday, 14 June 2014 9:01 a.m.

You are invited to the following event:
Canterbury Insurance Claimant Educational Forum
Event to be held at the following time, date and location:
Saturday, 2 August 2014 from 1:30 PM to 5:30 PM (NZST)
Jack Mann Auditorium
College of Education, Canterbury University

53 Solway Avenue
Ilam, Christchurch
New Zealand

[View Map](#)

Attend Event

Share this event:

WE WERE STRONG THEN - WE CAN BE AGAIN FOUR YEARS TOO LONG It is truly devastating what has happened in Christchurch, not only earthquakes and floods but dealing daily with the insurance industries mandate of DELAY, DENY, DEFEND. This forum is open to open to ALL INSURANCE CLAIMANTS who want to ensure the: commercial contract they entered with their insurer is honoured. repair methodologies...

[Share this event on Facebook and Twitter](#)

We hope you can make it!

Cheers,
Claimants4Claimants

NICK THOMPSON

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE



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www.tcil.co.nz

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23. FW: Thompson & Clark

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@tcil.co.nz>
Sent Date: Jun 16, 2014 14:27:54
Subject: FW: Thompson & Clark
Attachment: [image002.jpg](#)
[Southern Response Proposal 150114.pdf](#)
[Southern Response TA March 2014.pdf](#)

Hi Victor it was a pleasure meeting you the other week and I thought I would touch base on a couple of topics

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Thanks

Nick

From: Nick Thompson
Sent: Monday, 16 June 2014 2:19 p.m.
To: 'casey.hurren@southernresponse.co.nz'
Cc: [REDACTED]
Subject: Thompson & Clark

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[View Map](#)

Attend Event

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Share this event on Facebook and Twitter

We hope you can make it!

Cheers,
Claimants4Claimants

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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24. FW: Thompson & Clark

From: Casey Hurren
To: 'Nick.Thompson@tcil.co.nz' <Nick.Thompson@tcil.co.nz>
Cc: Victor Wells <Victor.Wells@southernresponse.co.nz>
Sent Date: Jun 17, 2014 14:42:13
Subject: FW: Thompson & Clark
Attachment: [image002.jpg](#)
[~WRD000.jpg](#)
[image001.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)
[image006.png](#)

Hi Nick,

I have read through the material and I have also spoken to Victor.

Happy to have a conference call - tomorrow is completely full for me, but I have some time on Thursday as follows:

- 2 – 3 pm
- 4 – 5 pm
- 5 – 6 pm

Do any of these times work for you?

Cheers

Casey Hurren
Earthquake Strategy Manager
Southern Response
Earthquake Services Ltd

DDI: [REDACTED]

PO Box 9052
Christchurch 8149

casey.hurren@southernresponse.co.nz

www.southernresponse.co.nz

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Visit www.southernresponse.co.nz**

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From: Victor Wells
Sent: Tuesday, 17 June 2014 9:04 a.m.
To: Casey Hurren
Subject: FW: Thompson &Clark

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Monday, 16 June 2014 2:28 p.m.
To: Victor Wells
Cc: [REDACTED]
Subject: FW: Thompson &Clark

Hi Victor it was a pleasure meeting you the other week and I thought I would touch base on a couple of topics

- 1) Security Review – we didn't discuss the review in detail but just checking if you or Laura had any questions about the review or needed a hand with creating the suggest security policy and procedure?
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Thanks

Nick

From: Nick Thompson

Sent: Monday, 16 June 2014 2:19 p.m.

To: 'casey.hurren@southernresponse.co.nz'

Cc: [REDACTED]

Subject: Thompson & Clark

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Can we arrange a conference call time to discuss the transition from [REDACTED] and also the below event please?

Kind Regards

Nick

Sent: Saturday, 14 June 2014 9:01 a.m.

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Canterbury Insurance Claimant Educational Forum

Event to be held at the following time, date and location:

Saturday, 2 August 2014 from 1:30 PM to 5:30 PM (NZST)

Jack Mann Auditorium

College of Education, Canterbury University

53 Solway Avenue

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View Map

Attend Event

Share this event:

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Share this event on Facebook and Twitter

We hope you can make it!

Cheers,

Claimants4Claimants

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

██████████

██████████

██████████

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25. RE: FW: Thompson & Clark

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>
Cc: Victor Wells <Victor.Wells@southernresponse.co.nz>
Sent Date: Jun 18, 2014 09:27:58
Subject: RE: FW: Thompson & Clark
Attachment: [image002.jpg](#)
[~WRD000.jpg](#)
[image001.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)
[image006.png](#)

Thanks - can we do 4-5 please

Regards

N

Sent from 

---- Casey Hurren wrote ----

Hi Nick,

I have read through the material and I have also spoken to Victor.

Happy to have a conference call - tomorrow is completely full for me, but I have some time on Thursday as follows:

- 2 – 3 pm
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Do any of these times work for you?

Cheers

Casey Hurren

Earthquake Strategy Manager

Southern Response

Earthquake Services Ltd

DDI: [REDACTED]

PO Box 9052

Christchurch 8149

casey.hurren@southernresponse.co.nz

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From: Victor Wells

Sent: Tuesday, 17 June 2014 9:04 a.m.

To: Casey Hurren

Subject: FW: Thompson & Clark

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Monday, 16 June 2014 2:28 p.m.
To: Victor Wells
Cc: [REDACTED]
Subject: FW: Thompson &Clark

Hi Victor it was a pleasure meeting you the other week and I thought I would touch base on a couple of topics

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Thanks

Nick

From: Nick Thompson
Sent: Monday, 16 June 2014 2:19 p.m.
To: 'casey.hurren@southernresponse.co.nz'
Cc: [REDACTED]
Subject: Thompson &Clark

Hi Casey I was informed that [REDACTED] may have left SR and that you were to be our new contact person.

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Can we arrange a conference call time to discuss the transition from [REDACTED] and also the below event please?

Kind Regards

Nick

Sent: Saturday, 14 June 2014 9:01 a.m.

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Jack Mann Auditorium

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[View Map](#)

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We hope you can make it!

Cheers,

Claimants4Claimants

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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26. Re: Thompson & Clark

From: Casey Hurren <Casey.Hurren@southernresponse.co.nz>
To: Nick Thompson <Nick.Thompson@tcil.co.nz>
Cc: Victor Wells <Victor.Wells@southernresponse.co.nz>
Sent Date: Jun 18, 2014 11:33:11
Subject: Re: Thompson & Clark
Attachment: [image002.jpg](#)
[~WRD000.jpg](#)
[image001.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)
[image006.png](#)

That's fine, Victor will send a meeting request this afternoon.

Do you have the number that we can call you on?

Sent from my iPad

On 18/06/2014, at 9:28 am, "Nick Thompson" <Nick.Thompson@tcil.co.nz> wrote:

Thanks - can we do 4-5 please

Regards

N

Sent from [REDACTED]

----- Casey Hurren wrote -----

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I have read through the material and I have also spoken to Victor.

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Cheers

Casey Hurren

Earthquake Strategy Manager

Southern Response

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DDI: [REDACTED]

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casey.hurren@southernresponse.co.nz

www.southernresponse.co.nz

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<image005.jpg><image006.png>

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From: Victor Wells
Sent: Tuesday, 17 June 2014 9:04 a.m.
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Subject: FW: Thompson &Clark

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Subject: Thompson & Clark

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Kind Regards

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Sent: Saturday, 14 June 2014 9:01 a.m.

<image001.jpg>

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Canterbury Insurance Claimant Educational Forum

<image003.jpg>

Event to be held at the following time, date and location:

<image004.jpg>

Saturday, 2 August 2014 from 1:30 PM to 5:30 PM (NZST)

Jack Mann Auditorium

College of Education, Canterbury University

53 Solway Avenue

Ilam, Christchurch

New Zealand

View Map

Attend Event

Share this event:

<~WRD000.jpg><~WRD000.jpg><~WRD000.jpg>

<image003.jpg>

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Claimants4Claimants

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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<image002.jpg>

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27. Re: Thompson & Clark

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>
Cc: Victor Wells <Victor.Wells@southernresponse.co.nz>
Sent Date: Jun 18, 2014 11:42:37
Subject: Re: Thompson & Clark
Attachment:

Yep [REDACTED]

N
Sent from [REDACTED]

---- Casey Hurren wrote ----

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Sent from my iPad

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www.southernresponse.co.nz

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<image005.jpg><image006.png>

Southern Response is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG)

From: Victor Wells
Sent: Tuesday, 17 June 2014 9:04 a.m.
To: Casey Hurren
Subject: FW: Thompson &Clark

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Monday, 16 June 2014 2:28 p.m.
To: Victor Wells
Cc: [REDACTED]
Subject: FW: Thompson &Clark

Hi Victor it was a pleasure meeting you the other week and I thought I would touch base on a couple of topics

- 1) Security Review – we didn't discuss the review in detail but just checking if you or Laura had any questions about the review or needed a hand with creating the suggest security policy and procedure?
- 2) Risk Tool – following the presentation on the risk tool I was wondering if you thought SR saw any merit in it for its staff / claimants and if you wanted us to submit a proposal? We believe we could get the system to work within your current database to prevent any doubling up of operating systems
- 3) Thompson and Clark - I sent the below email to Casey as I understand [REDACTED] has left. We normally work across operations and communications and seeking a steer on the service provided to date and who to report to. Perhaps you could speak to Casey and join in on the suggest conference call as we need an account manager.

Thanks

Nick

From: Nick Thompson
Sent: Monday, 16 June 2014 2:19 p.m.
To: 'casey.hurren@southernresponse.co.nz'
Cc: [REDACTED]
Subject: Thompson & Clark

Hi Casey I was informed that [REDACTED] may have left SR and that you were to be our new contact person.

We were called in to SR in January and have provided the following services with regard to Staff / Contactor / Visitor / Board Safety. I have attached our proposal from January which was approved and focused on:

§ Situational Awareness – which included a threat assessment (attached) and daily on-going monitoring of threats to the company. I would like to explain this further via phone as our only touch point within SR regarding this was [REDACTED]. We believed that information we provided was feed to the wider group within SR as per Peters direction

§ Response plans for Board members – these have been done and sit with the members who requested it – we are written into these plans as the single point of contact for security related issues

§ Security review of Show Place offices – this has been published and sits with Victor

Can we arrange a conference call time to discuss the transition from [REDACTED] and also the below event please?

Kind Regards

Nick

Sent: Saturday, 14 June 2014 9:01 a.m.

<image001.jpg>

You are invited to the following event:
Canterbury Insurance Claimant Educational Forum

<image003.jpg>

Event to be held at the following time, date and location:

<image004.jpg>

Saturday, 2 August 2014 from 1:30 PM to 5:30 PM (NZST)

Jack Mann Auditorium

College of Education, Canterbury University
53 Solway Avenue
Ilam, Christchurch
New Zealand

View Map

Attend Event

Share this event:

<~WRD000.jpg><~WRD000.jpg><~WRD000.jpg>

<image003.jpg>

WE WERE STRONG THEN - WE CAN BE AGAIN FOUR YEARS TOO LONG It is truly devastating what has happened in Christchurch, not only earthquakes and floods but dealing daily with the insurance industries mandate of DELAY, DENY, DEFEND. This forum is open to open to ALL INSURANCE CLAIMANTS who want to ensure the: commercial contract they entered with their insurer is honoured. repair methodologies...

Share this event on Facebook and Twitter

We hope you can make it!

Cheers,
Claimants4Claimants

NICK THOMPSON

- / MOBILE
- / PHONE
- / FAX
- / POSTAL
- / WEBSITE



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<image002.jpg>

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28. Catch-up TCIL/SRES

From: Casey Hurren
To: Victor Wells <Victor.Wells@southernresponse.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Hidden recipients: [REDACTED]@southernresponse.co.nz
Sent Date: Jun 18, 2014 14:24:00
Subject: Catch-up TCIL/SRES
Attachment: [meeting.ics](#)

When: Thursday, 19 June 2014 4:00 p.m.-5:00 p.m. (UTC+12:00) Auckland, Wellington.

Where: (Teleconference) Meeting Room Show Place 6 Customer Room 5

Note: The GMT offset above does not reflect daylight saving time adjustments.

~~*~*~*~*~*~*~*~*

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29. Accepted: Catch-up TCIL/SRES

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>
Sent Date: Jun 18, 2014 18:49:39
Subject: Accepted: Catch-up TCIL/SRES
Attachment:

When: 19/06/2014 4:00:00 pm

Where: (Teleconference) Meeting Room Show Place 6 Customer Room 5

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30. SR media monitoring

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Victor Wells <Victor.Wells@southernresponse.co.nz>
Sent Date: Jun 19, 2014 16:54:00
Subject: SR media monitoring
Attachment: [image001.jpg](#)
[Southern Response media monitoring.pdf](#)
[Nick Thompson.vcf](#)

Good talking Casey and I look forward to our Friday calls

Please see attached the media monitoring stats I referred to and the spikes around the protest and public meeting

You can see the issues building before they hit - be good to get this published to you weekly on a Friday morning

Also I'll dig deeper into the data analytics we discussed for you

██████████ will be in contact with regard to the blog access

Speak soon and my e-card is attached

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

██████████
██████████
██████████

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31. RE: SR media monitoring

From: Casey Hurren
To: 'Nick Thompson' <Nick.Thompson@tcil.co.nz>
Sent Date: Jun 19, 2014 17:14:16
Subject: RE: SR media monitoring
Attachment: [image002.jpg](#)
[image003.png](#)
[image004.jpg](#)

Thanks Nick.

In addition to my contact details below, my cell is [REDACTED]

Cheers

Casey Hurren
Earthquake Strategy Manager
Southern Response
Earthquake Services Ltd

DDI: [REDACTED]

PO Box 9052
Christchurch 8149

casey.hurren@southernresponse.co.nz

www.southernresponse.co.nz

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From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Thursday, 19 June 2014 4:54 p.m.
To: Casey Hurren; Victor Wells
Subject: SR media monitoring

Good talking Casey and I look forward to our Friday calls

Please see attached the media monitoring stats I referred to and the spikes around the protest and public meeting

You can see the issues building before they hit - be good to get this published to you weekly on a Friday morning

Also I'll dig deeper into the data analytics we discussed for you

██████ will be in contact with regard to the blog access

Speak soon and my e-card is attached

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

██████████
██████████
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32. Catch-up

From: Casey Hurren
To: 'Nick Thompson' <Nick.Thompson@tcil.co.nz>
Hidden recipients: [REDACTED]@southernresponse.co.nz>
Sent Date: Jun 19, 2014 17:16:25
Subject: Catch-up
Attachment: [Untitled](#)
[Untitled](#)
[Untitled](#)

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33. Real-time fast in-line text matching and threat rating

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>
Sent Date: Jun 20, 2014 12:59:03
Subject: Real-time fast in-line text matching and threat rating
Attachment: [image001.jpg](#)
[CAS and Intelligent Matching Engine .png](#)

Hi Casey as discussed yesterday we have spoken to one of our intelligence software suppliers and they have a system that will check all past case files and continue checking all files moving forward.

The end product will be the ability to get live vision on claims and what risk to the company they pose from a threat to staff or reputation across all claimants. A one page board paper could be presented to your risk committee on where the risks were and of course being mitigated.

The CAS & IME sit on your server checking your claims database – see the attached basic schematic for a understanding – also this link to further understand the IME fast in-line text matching <http://aptelinsense.com/solutions/#intelligent-matching-engine>

Could I suggest you pass to Victor and IT and then we could come down and answer any questions.

Aptelinsense are well-respected in the fraud and risk space and their system works seamlessly for other large companies. They work with us as practitioners of their tools and we would respect that you deal through us during this proposal stage.

Speak soon

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

██████████
██████████

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34. Accepted: Catch-up

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>
Sent Date: Jun 20, 2014 13:00:40
Subject: Accepted: Catch-up
Attachment:

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35. Social media commentary

From: [REDACTED] <Analyst@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>
Cc: SR Action Steps <[REDACTED]t60.co.nz>, Nick Thompson
<Nick.Thompson@tcil.co.nz>, [REDACTED] <[REDACTED]tcil.co.nz>, [REDACTED]
<[REDACTED]tcil.co.nz>
Sent Date: Jun 20, 2014 13:19:18
Subject: Social media commentary
Attachment: [image001.jpg](#)

Good afternoon Casey,

Nick Thompson passed on your email address to me. I am an Intelligence Analyst within the Fusion Centre at Thompson & Clark and work alongside [REDACTED] [REDACTED] our Collections Manager, who you will be hearing from in the near future.

In lieu of having your access to the secure blog set up, please see below social media commentary from the last 24 hours:

Southern No Response:

In our opinion Arrows DRA is a great work of fiction and should win the booker prize for creative writing. Well done Arrow and Southern Response on creating a framework that looks like no other QS nor Project Mangers.

· We refused to allow Arrow to project manage our rebuild. They couldn't run a bath let alone build a house!

· I'm still waiting for an assessor to come to my property. I so hate southern response. And they are awful on the phone.

· Its all making me extremely nervous letting them loose on the only thing I have left...with no guarantees and little faith in putting my home back to pre earthquake condition. Dealings up till now with both SR and Arrow leave alot to be desired. Where do you go and what do you do with quick fix cowboys telling you na she'll be sweet, dont worry bout it. Guves one little security. Its

hard enuf getting them out to look at the work let alone sorting problems along the way... It's all very grim indeed.

· Bum on seat QLA report and costing is how reliable.

Additionally, If you are not already aware, the next claimants event is on 2 August – Canterbury Insurance Educational Forum.

Regards, [REDACTED]

[REDACTED]

Intelligence Analyst

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
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36. RE: Real-time fast in-line text matching and threat rating

From: Casey Hurren
To: 'Nick Thompson' <Nick.Thompson@tcil.co.nz>
Sent Date: Jun 22, 2014 22:57:03
Subject: RE: Real-time fast in-line text matching and threat rating
Attachment: [image002.jpg](#)
[image003.png](#)
[image004.jpg](#)

Thanks Nick, I will forward on to Victor and have a chat with him.

Cheers

Casey Hurren
Earthquake Strategy Manager
Southern Response
Earthquake Services Ltd

DDI: [REDACTED]

PO Box 9052
Christchurch 8149

casey.hurren@southernresponse.co.nz

www.southernresponse.co.nz

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From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Friday, 20 June 2014 12:59 p.m.
To: Casey Hurren
Subject: Real-time fast in-line text matching and threat rating

Hi Casey as discussed yesterday we have spoken to one of our intelligence software suppliers and they have a system that will check all past case files and continue checking all files moving forward.

The end product will be the ability to get live vision on claims and what risk to the company they pose from a threat to staff or reputation across all claimants. A one page board paper could be presented to your risk committee on where the risks were and of course being mitigated.

The CAS & IME sit on your server checking your claims database – see the attached basic schematic for a understanding – also this link to further understand the IME fast in-line text matching <http://aptelisense.com/solutions/#intelligent-matching-engine>

Could I suggest you pass to Victor and IT and then we could come down and answer any questions.

Aptelinsense are well-respected in the fraud and risk space and their system works seamlessly for other large companies. They work with us as practitioners of their tools and we would respect that you deal through us during this proposal stage.

Speak soon

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

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[REDACTED]

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37. SR Wordpress Blog

From: [REDACTED] <[REDACTED]@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>
Sent Date: Jun 23, 2014 11:05:48
Subject: SR Wordpress Blog
Attachment: [image002.gif](#)

Hi Casey,

As per Nick Thompson's request, I have set you up with a login to the Canterbury Plains Wordpress Blog. Please see below a link to the Blog as well as your username and password.

Username: [REDACTED]

Password: [REDACTED]

<https://canterburyplains.wordpress.com/>

Kind regards,

[REDACTED]

Information Technology Manger

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]

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38. RE: SR Wordpress Blog

From: Casey Hurren
To: [REDACTED] <support@tcil.co.nz>
Sent Date: Jun 23, 2014 11:42:15
Subject: RE: SR Wordpress Blog
Attachment: [image001.gif](#)

Thanks Matt.

From: [REDACTED] [mailto:[REDACTED]@tcil.co.nz]
Sent: Monday, 23 June 2014 11:06 a.m.
To: Casey Hurren
Subject: SR Wordpress Blog

Hi Casey,

As per Nick Thompson's request, I have set you up with a login to the Canterbury Plains Wordpress Blog. Please see below a link to the Blog as well as your username and password.

Username: [REDACTED]
Password: [REDACTED]
<https://canterburyplains.wordpress.com/>

Kind regards,

[REDACTED]
Information Technology Manger

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
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39. FW: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>
Sent Date: Jun 27, 2014 12:12:41
Subject: FW: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=
Attachment: [Southern Response weekly reporting stats 20-26 June 2014.pdf](#)

For this afternoons call - not a big pick up after Campbell Live - see attached commentary
Keen to see any OIA trends or other issues during the week
Plus feedback on the threat software and Victors thoughts
Cheers

N

Sent from [REDACTED]

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40. RE: SR Wordpress Blog

From: Casey Hurren
To: [REDACTED] <support@tcil.co.nz>
Sent Date: Jun 30, 2014 14:01:25
Subject: RE: SR Wordpress Blog
Attachment: [image001.jpg](#)
[image003.png](#)
[image004.gif](#)

Hi [REDACTED]

From close of business on Friday 4 July – can you please remove [REDACTED] as a user of this service?

Thanks

Casey Hurren
Earthquake Strategy Manager
Southern Response
Earthquake Services Ltd

DDI: [REDACTED]

PO Box 9052
Christchurch 8149

casey.hurren@southernresponse.co.nz

www.southernresponse.co.nz

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Visit www.southernresponse.co.nz**

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From: [REDACTED] [mailto:[REDACTED]@tcil.co.nz]
Sent: Monday, 23 June 2014 11:06 a.m.

To: Casey Hurren

Subject: SR Wordpress Blog

Hi Casey,

As per Nick Thompson's request, I have set you up with a login to the Canterbury Plains Wordpress Blog. Please see below a link to the Blog as well as your username and password.

Username: [REDACTED]

Password: [REDACTED]

<https://canterburyplains.wordpress.com/>

Kind regards,

[REDACTED]

Information Technology Manger

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

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