



NOVEMBER 2016

Firstly, we would like to extend our thoughts to you, your families and the people of North Canterbury, Kaikōura, Marlborough, Wellington and beyond and particularly with the families who have lost loved ones. With the aftershocks continuing, please take care and look after each other.

In this edition, we have included some information around the changes we are making to help get claims settled as fairly and quickly as possible.

Our staff and customers have told us that clear timeframes for settlements are important, so that people can make informed decisions and move on with their lives. With that in mind, our aim is to provide you with as much detail as possible about your claim and the assessment of your home, to help you make the right settlement choice for you as we enter the final phase of our programme.

In early October, we announced that we are introducing a new approach that will see each step of the settlement process bound by clear timeframes for our staff and customers. We also set a deadline of **30 June 2017** for customers to enter our building programme with signed build contracts.

In practice, the new approach will mean that we will streamline our processes to ensure we have all of the detailed information and technical reports and pricing available for the majority of our remaining claims by targeted dates.

Timeframes within the settlement process will give you certainty on when you will hear from us and when you need to make decisions. We will be doing everything we can to support you to reach these, and technical experts will also be available to help.

If you have any questions in the meantime, please do not hesitate to **contact your Claims Specialist or any of our team.**

Kind regards,



Anthony Honeybone
General Manager - Claims Settlement



What the timeframes may mean for you

- All customers will receive **clear information, direction and support** to help them achieve timeframes within the process or reach the best settlement option for them
- Customers who **would like to proceed with a Southern Response managed repair or rebuild** will need to have indicated this and have their claim progressing into the design phase by 1 December 2016
- Customers who **have not made a decision** about how they would like to proceed will have their claim automatically moved through into the detailed design phase on 1 December 2016, so that it is progressing at the pace required to meet the required dates, or the most complete cash settlement offer can be made
- Customers who are **unable to meet the deadline or wish to cash settle** will receive support from our team to guide them through the cash settlement process and discover their options from there.

For more details about what the changes mean for you and your next steps, please **contact your Claims Specialist.**

Changes to Residential Advisory Service (RAS)



The Residential Advisory Service (RAS) continues to evolve its operations to suit the changing environment and the needs of Canterbury homeowners.

RAS offers free, independent support throughout the claim settlement process. Some customers find that talking with independent third party experts can provide greater confidence around claim settlements.

RAS works with customers, private insurers and EQC, and has legal and technical expertise available to provide opportunities to reach a satisfactory claim resolution.

RAS can help in the following areas:

- Technical experts on hand
- Legal advice available
- Access to decision-makers in insurance companies
- Constructive conversations to achieve results

If you would like to find out more, please call **0800 777 299** or visit their website [here](#).

Moving forward



Life is returning to normal for the Lyttelton community as more homes are repaired and rebuilt, new businesses are established and recreational opportunities return to the Port Hills.

This video documents the settlement journey so far for two of our Lyttelton-based customers.

One home is an environmentally-friendly rebuild, while the other is one of Lyttelton's earliest houses, built in the 1850's with materials imported from England, which is to be repaired.

[Click here](#) to watch this short video, and others, in our online video library.



What to do if your property has new damage from the 14 November earthquake

- EQC is the first point of contact for all enquiries regarding new damage, as this will require a new claim to be lodged
- You can lodge a claim with EQC online at eqc.govt.nz/claims, via email on info@eqc.govt.nz or by calling **0800 DAMAGE** (326 243)
- The EQC call centre is open **7am to 9pm Monday to Friday**, and **8am to 6pm on Saturdays**

- We strongly recommend that you document and photograph any new damage, as this may assist EQC during the claims process

5

Progress update



Southern Response's sole purpose is to get earthquake claims settled, and to date we have settled more than 26,000 claims in total, including nearly 80% of our over-cap house claims.

That's 6,324 customers (and counting) who have had their home repaired or rebuilt in our programme, or have taken a cash settlement.

We're now entering the final phase of our programme, and our key focus is to provide our remaining customers with the best possible support to get the job done.

Every month we make a record of the latest details about our progress in settling claims.

[Click here](#) to find out more.

