

18 December 2015

██████████ and ██████████  
Christchurch

**BY EMAIL:** ██████████

Dear ██████ and ██████

**Communication with staff**

**We are committed to settling claims fairly and as quickly as possible and treating customers with respect and integrity at all times. We recognise that the claim settlement process can be complex and challenging.**

We are tasked with ensuring the safety of our people and we have a zero tolerance policy on threatening behaviour towards our staff. We record all telephone calls at Southern Response between customers and staff members, and our management team regularly monitors staff wellbeing including any instances of inappropriate conduct towards staff members.

Your recent email and telephone contact with claims staff has become increasingly threatening and hostile in nature. ██████ ██████ has accused the claims specialist of lying to you and trying to cheat you out of your entitlement – despite being advised on numerous occasions that the delay was due to the documentation which had been provided to Southern Response from the ASB Bank and Fair City Finance. This culminated in a message from ██████ ██████ stating he was intending to visit the Southern Response office to “confront” your claims specialist. ██████ ██████ visited the office in an agitated state demanding a meeting with your claim specialist and was confrontational and aggressive. After being advised repeatedly that your claims specialist was not available for a meeting, ██████ ██████ finally left, but remained in an agitated state.

This behaviour is unacceptable and will not be tolerated.

The access you have with claims-handling staff to discuss your claim is a privilege which will be withdrawn should I be made aware of any further threatening behaviour from either of you in any forum whatsoever.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 either of you for their own safety.

Furthermore, ██████ ██████ will no longer have access to the Southern Response office until further notice.

We have also communicated our concern with your aggressive behaviour to Arrow International and all the consultants we have engaged to advance your claim. 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.

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

PROACTIVELY RELEASED BY  
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD