

1. Todays Call

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Jul 04, 2014 10:03:54  
**Subject:** Todays Call  
**Attachment:** [image002.jpg](#)  
[Southern Response weekly reporting 27.06.14-03.07.14.pdf](#)

---

Hi Casey for today's call

- 1) No names on Geotech reports – risk?
- 2) [REDACTED] article – small pick up
- 3) OIA trends
- 4) Feedback from IT re 'real-time fast in-line text matching and threat rating' keen to get this to proof of concept for you

Cheers speak at 2.30pm

N

**NICK THOMPSON**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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2. Fwd: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

**From:** Casey Hurren  
**To:** Nick Thompson <nick.thompson@tcil.co.nz>  
**Sent Date:** Jul 04, 2014 14:45:24  
**Subject:** Fwd: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=  
**Attachment:**

---

FYI

Sent from my iPad

Begin forwarded message:

**From:** [REDACTED]@southernresponse.co.nz  
**Date:** 4 July 2014 1:24:23 pm NZST  
**To:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**Cc:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Victor,

This could be worth considering or at least taking to the next stage. I see it as providing a tool that could be used for automated auditing analysis, rather than any sort of discovery tool for OIA or similar requests. We could probably use it to connect to S: drive, EMS and Great Plains easily, but I would think that AMIGO and iViiis might present some connection nor access challenges if we wanted a more complete solution.

I would be interested to see the cost of such a solution – my first impression is that it won't come cheap, particularly if it is targeting customers such as large banking systems.

The key question really is to determine what it could offer our business in real terms that we can't already do.

[REDACTED]  
IT Manager

Southern Response

P: [REDACTED] ([REDACTED])

M: [REDACTED]

E: [REDACTED]@southernresponse.co.nz

**From:** Victor Wells

**Sent:** Friday, 4 July 2014 1:05 p.m.

**To:** [REDACTED]

**Cc:** Casey Hurren

**Subject:** FW: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Hi [REDACTED]

Any thoughts on this? We are having a discussion with them this afternoon?

**Victor Wells**

Legal Risk Manager

**From:** Victor Wells

**Sent:** Friday, 27 June 2014 12:45 p.m.

**To:** [REDACTED]

**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Hi [REDACTED]

Any thoughts on this?

**Victor Wells**

Legal Risk Manager

**From:** Casey Hurren

**Sent:** Friday, 27 June 2014 12:29 p.m.

**To:** Victor Wells

**Subject:** FW: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Victor – any feedback from [REDACTED] regarding sense of threat software?

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

**Sent:** Friday, 27 June 2014 12:13 p.m.

**To:** Casey Hurren

**Subject:** FW: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

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 Victor's thoughts

Cheers

N

Sent from my [REDACTED]

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### 3. Missed Invoices

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@tcil.co.nz>, Accounts <Accounts@tcil.co.nz>  
**Sent Date:** Jul 07, 2014 17:06:44  
**Subject:** Missed Invoices  
**Attachment:** [image003.jpg](#)  
[Invoice INV-13764.pdf](#)  
[Invoice INV-13797.pdf](#)  
[Invoice INV-13888.pdf](#)

---

Hi Casey hope you had a good weekend – bit of embarrassing email re a few missed invoices!

As you are aware Southern Response has subscribed to our fixed monthly risk management package since the 1<sup>st</sup> February – this amount was captured in our first invoice (13764 attached ) but appears to have been over looked by our admin lady who issues our fixed monthly invoices and I have just picked up on it. [REDACTED] was new to our company around this time and I must take some responsibility for not briefing her correctly.

We were paid the RMP in our first invoice as the amount was included in it – but have missed payment for March / April / May / June as we have over looked issuing the invoices! This amounts to [REDACTED] x 4 months.

Other work completed for SR was paid as per the attached invoices – although we are outstanding May's

I have attached the invoices provided to SR to date and their status

§ 13764 our first invoice paid and included RMP fee

§ 13797 our 2<sup>nd</sup> invoice paid no RMP included

§ 13888 outstanding

I apologise for this oversight and seek your direction on how you would like us to address this oversight?

Again my sincerely apologies especially now that [REDACTED] has left.

Regards

Nick

**NICK THOMPSON**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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4. Re: Missed Invoices

**From:** Casey Hurren  
**To:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Cc:** [REDACTED] <admin@tcil.co.nz>, Accounts <Accounts@tcil.co.nz>  
**Sent Date:** Jul 07, 2014 21:10:47  
**Subject:** Re: Missed Invoices  
**Attachment:** [image003.jpg](#)

---

Hi Nick,

Can you send me one invoice that itemises all amounts owed (including RMP for June)?

Can this invoice ensure that it includes a description of the services/costs and when they were incurred? (as per the descriptions in the invoices that you have provided in your email below to me)

We are finalising our year end accounts (to 30 June), so I need the invoice tomorrow please.

Thanks

Casey

Sent from my iPad

> On 7/07/2014, at 5:06 pm, "Nick Thompson" <Nick.Thompson@tcil.co.nz> wrote:  
>  
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> Nick

>

> NICK THOMPSON

> / MOBILE

> / PHONE

> / FAX

> / POSTAL

> / WEBSITE

>

> [REDACTED]

> [REDACTED]

> [REDACTED]

> PO Box 301775, Albany, NSMC 0752, New Zealand

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- >
- > <image003.jpg>
- > <Invoice INV-13764.pdf>
- > <Invoice INV-13797.pdf>
- > <Invoice INV-13888.pdf>

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5. Re: Missed Invoices

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Jul 07, 2014 21:40:59  
**Subject:** Re: Missed Invoices  
**Attachment:**

---

Thanks and will do and thought that might be the case

Obligated

Nick

Sent from my [REDACTED]

---- Casey Hurren wrote ----

Hi Nick,

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>Nick

>

>NICK THOMPSON

>/ MOBILE

>/ PHONE

>/ FAX

>/ POSTAL

>/ WEBSITE

>

[REDACTED]  
[REDACTED]  
[REDACTED]

>PO Box 301775, Albany, NSMC 0752, New Zealand

>www.tcil.co.nz< <http://www.tcil.co.nz/>>

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>

>

>

><image003.jpg>

><Invoice INV-13764.pdf>

><Invoice INV-13797.pdf>

><Invoice INV-13888.pdf>

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and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

6. RE: Missed Invoices

**From:** [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Cc:** Accounts <Accounts@tcil.co.nz>  
**Sent Date:** Jul 08, 2014 09:16:58  
**Subject:** RE: Missed Invoices  
**Attachment:** [image001.gif](#)  
[Invoice INV-13888.pdf](#)  
[Invoice INV-13928.pdf](#)

---

Hi Casey

Firstly please accept my apologies for this error. I really do hope this does not cause too many issues your end and if there is anything further I can do to help please let me know.

I have attached two invoices:

- Inv 13888 which was emailed to [REDACTED] on 5th June for work carried out in May. This invoice is still outstanding.
- Inv 13928 is for the missed Risk Management Package for March, April, May & June 2014. This is due for payment 20th July

Kind regards

[REDACTED]  
**Office Manager**

/ MOBILE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
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-----Original Message-----

From: Casey Hurren [mailto:Casey.Hurren@southernresponse.co.nz]

Sent: Monday, 7 July 2014 9:11 p.m.

To: Nick Thompson

Cc: [REDACTED] Accounts

Subject: Re: Missed Invoices

Hi Nick,

Can you send me one invoice that itemises all amounts owed (including RMP for June)?

Can this invoice ensure that it includes a description of the services/costs and when they were incurred? (as per the descriptions in the invoices that you have provided in your email below to me)

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>

>Nick

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>NICK THOMPSON

>/ MOBILE

>/ PHONE

>/ FAX

>/ POSTAL

>/ WEBSITE

>

[REDACTED]

[REDACTED]

[REDACTED]

>PO Box 301775, Albany, NSMC 0752, New Zealand

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7. RE: 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:** Jul 11, 2014 11:16:18  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

**Attachment:**

---

Thanks for forwarding that email from [REDACTED] – I have outlined below some of the benefits of the CAS &IME system, a proposed way forward and cost estimate. If you could forward to [REDACTED] and Victor I would be grateful and we can discuss this afternoon.

1. *CAS is a real-time audit tool that can automate the work of a team of auditors or analysts 24\*7 to validate and analyse all of Southern Responses claims data in real-time*
2. *CAS connects to your systems in read-only mode and analyses your data using intelligent rules. CAS acts as a single source of truth by storing suspicious data which is then available through a secure web portal for your staff to get access to the latest risk data in the quickest amount of time.*
3. *The software is provided as a service at a fixed monthly fee and backed by our analysts who will review suspicious data that has triggered risk values.*
4. *Our proposed offering would audit and track 3 key areas and we suggest the following risks in the first instance:*
  - a. *Threat rating from abusive and threatening customers. This allows staff &contactors to risk assess their appointments*
  - b. *Reputational risk to Southern Response from customers. This will allow issues to be identified early and be dealt with before damaging SR reputation.*
  - c. *Fraudulent claims from customers.*
5. *Every claimant would be assessed by CAS and the data checked historically*
6. *Real-time checking will continue across all databases and claimants whilst the service is provided and supported by our analyst*
7. *Flags will be raised in real-time for key stakeholders based on a scoring system*  
*The cost is \$ [REDACTED] per month plus an initial set up fee*

**Proposed way forward**

1. [REDACTED] from Aptelisenze speaks to [REDACTED] re what AMIGO and iViis is and ensure CAS can connect with it – also how many servers your systems are working across and any other concerns
2. *Confirm what risk checks you would like covered by the real-time auditing and who would want to receive the alerts. We identified customer focused threats / reputation / fraud but Victor and his risk register may see other requirements – anything more than 3 areas may involve extra cost*

3. Consider if you want CAS to check on any other external (third party) databases – for example the insurance claims register or EQC's database – this would involve possible extra cost and permission from outside agencies
4. Issue a formal proposal based on your requirements
5. Establish the service and commence

Speak this afternoon

Thanks

Nick

**From:** Casey Hurren [mailto:Casey.Hurren@southernresponse.co.nz]

**Sent:** Friday, 4 July 2014 2:45 p.m.

**To:** Nick Thompson

**Subject:** Fwd: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

FYI

Sent from my iPad

Begin forwarded message:

**From:** [REDACTED]@southernresponse.co.nz>

**Date:** 4 July 2014 1:24:23 pm NZST

**To:** Victor Wells <Victor.Wells@southernresponse.co.nz>

**Cc:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>

**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Victor,

This could be worth considering or at least taking to the next stage. I see it as providing a tool that could be used for automated auditing analysis, rather than any sort of discovery tool for OIA or similar requests. We could probably use it to connect to S: drive, EMS and Great Plains easily, but I would think that AMIGO and iViis might present some connection nor access challenges if we wanted a more complete solution.

I would be interested to see the cost of such a solution – my first impression is that it won't come cheap, particularly if it is targeting customers such as large banking systems.

The key question really is to determine what it could offer our business in real terms that we can't already do.

[REDACTED]

IT Manager

Southern Response

P: [REDACTED] ([REDACTED])

M: [REDACTED]

E: [REDACTED]@southernresponse.co.nz

**From:** Victor Wells

**Sent:** Friday, 4 July 2014 1:05 p.m.

**To:** [REDACTED]

**Cc:** Casey Hurren

**Subject:** FW: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Hi [REDACTED],

Any thoughts on this? We are having a discussion with them this afternoon?

**Victor Wells**

Legal Risk Manager

**From:** Victor Wells

**Sent:** Friday, 27 June 2014 12:45 p.m.

**To:** [REDACTED]

**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

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Legal Risk Manager

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**To:** Victor Wells

**Subject:** FW: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Victor – any feedback from [REDACTED] regarding sense of threat software?

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

**Sent:** Friday, 27 June 2014 12:13 p.m.

**To:** Casey Hurren

**Subject:** FW: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

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

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Sent from my [REDACTED]

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8. Todays Call

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Jul 11, 2014 12:56:05  
**Subject:** Todays Call  
**Attachment:** [image001.jpg](#)  
[Southern Response weekly reporting 04-10 July 2014.pdf](#)

---

Hi Casey please see this week's stats – [REDACTED] got a pick up and then the retaining wall article but more in the social media

No issues that we are seeing apart from our invoice stuff up!

I have forwarded to you a road map re the real-time fast in-line text matching and threat rating

Speak at 2pm

Nick

**NICK THOMPSON**

/ MOBILE

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[REDACTED]  
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[REDACTED]

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9. RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Jul 14, 2014 16:17:17  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014  
**Attachment:**

---

Hi Casey are you OK if [REDACTED] calls [REDACTED] to discuss item 1 on the proposed way forward?

Thanks and speak soon

Nick

**From:** Nick Thompson  
**Sent:** Friday, 11 July 2014 11:16 a.m.  
**To:** 'Casey Hurren'  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Thanks for forwarding that email from [REDACTED] – I have outlined below some of the benefits of the CAS &IME system, a proposed way forward and cost estimate. If you could forward to [REDACTED] and Victor I would be grateful and we can discuss this afternoon.

1. *CAS is a real-time audit tool that can automate the work of a team of auditors or analysts 24\*7 to validate and analyse all of Southern Responses claims data in real-time*
2. *CAS connects to your systems in read-only mode and analyses your data using intelligent rules. CAS acts as a single source of truth by storing suspicious data which is then available through a secure web portal for your staff to get access to the latest risk data in the quickest amount of time.*
3. *The software is provided as a service at a fixed monthly fee and backed by our analysts who will review suspicious data that has triggered risk values.*
4. *Our proposed offering would audit and track 3 key areas and we suggest the following risks in the first instance:*
  - a. *Threat rating from abusive and threatening customers. This allows staff &contactors to risk assess their appointments*
  - b. *Reputational risk to Southern Response from customers. This will allow issues to be identified early and be dealt with before damaging SR reputation.*
  - c. *Fraudulent claims from customers.*
5. *Every claimant would be assessed by CAS and the data checked historically*
6. *Real-time checking will continue across all databases and claimants whilst the service is provided and supported by our analyst*

7. *Flags will be raised in real-time for key stakeholders based on a scoring system*

*The cost is \$ [REDACTED] per month plus an initial set up fee*

**Proposed way forward**

1. [REDACTED] from Aptelisenze speaks to [REDACTED] re what AMIGO and iViis is and ensure CAS can connect with it – also how many servers your systems are working across and any other concerns
2. Confirm what risk checks you would like covered by the real-time auditing and who would want to receive the alerts. We identified customer focused threats / reputation / fraud but Victor and his risk register may see other requirements – anything more than 3 areas may involve extra cost
3. Consider if you want CAS to check on any other external (third party) databases – for example the insurance claims register or EQC's database – this would involve possible extra cost and permission from outside agencies
4. Issue a formal proposal based on your requirements
5. Establish the service and commence

Speak this afternoon

Thanks

Nick

**From:** Casey Hurren [mailto:Casey.Hurren@southernresponse.co.nz]

**Sent:** Friday, 4 July 2014 2:45 p.m.

**To:** Nick Thompson

**Subject:** Fwd: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

FYI

Sent from my iPad

Begin forwarded message:

**From:** [REDACTED] [REDACTED]@southernresponse.co.nz>

**Date:** 4 July 2014 1:24:23 pm NZST

**To:** Victor Wells <Victor.Wells@southernresponse.co.nz>

**Cc:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>

**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Victor,

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The key question really is to determine what it could offer our business in real terms that we can't already do.

██████████

IT Manager

Southern Response

P: ██████████ (██████████)

M: ██████████

E: ██████████@southernresponse.co.nz

**From:** Victor Wells

**Sent:** Friday, 4 July 2014 1:05 p.m.

**To:** ██████████

**Cc:** Casey Hurren

**Subject:** FW: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Hi ██████████,

Any thoughts on this? We are having a discussion with them this afternoon?

**Victor Wells**

Legal Risk Manager

**From:** Victor Wells

**Sent:** Friday, 27 June 2014 12:45 p.m.

**To:** [REDACTED]

**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Hi [REDACTED]

Any thoughts on this?

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Legal Risk Manager

**From:** Casey Hurren

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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

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10. RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014

**From:** Casey Hurren  
**To:** 'Nick Thompson' <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Jul 14, 2014 16:18:48  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014  
**Attachment:**

---

Hi Nick,

From a fact-finding perspective, yes.

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Cheers

Casey

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6. Real-time checking will continue across all databases and claimants whilst the service is provided and supported by our analyst

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The cost is \$ [REDACTED] per month plus an initial set up fee

#### **Proposed way forward**

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[REDACTED]  
IT Manager  
Southern Response

P: [REDACTED] ([REDACTED])  
M: [REDACTED]  
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**Sent:** Friday, 4 July 2014 1:05 p.m.  
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Legal Risk Manager

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

11. RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Jul 14, 2014 16:21:28  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014  
**Attachment:**

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Victor will need some input on the risk / threats you would like to have monitored but I'll leave you guys to have that chat

It would be great if we could tie together the EQC database with yours to get the claimants history – do you think that would fly?

N

**From:** Casey Hurren [mailto:Casey.Hurren@southernresponse.co.nz]  
**Sent:** Monday, 14 July 2014 4:19 p.m.  
**To:** Nick Thompson  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014

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Cheers

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- Speak this afternoon

Thanks

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[REDACTED]  
IT Manager

Southern Response

P: [REDACTED] ([REDACTED])

M: [REDACTED]

E: [REDACTED]@southernresponse.co.nz

**From:** Victor Wells

**Sent:** Friday, 4 July 2014 1:05 p.m.

**To:** [REDACTED]

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12. RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014

**From:** Casey Hurren  
**To:** 'Nick Thompson' <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Jul 14, 2014 16:27:45  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014  
**Attachment:**

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Working in with EQC's data would be a no, given all the privacy concerns that they have had and accuracy of their data. I want to stay away from that possibility.

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Southern Response

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**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Jul 14, 2014 16:51:26  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014  
**Attachment:**

---

Do you have the legal ability to search against any other source of information for example the ICR if you had access?

N

Sent from my [REDACTED]

---- Casey Hurren wrote ----

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**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014

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From a fact-finding perspective, yes.

I will let him know.

Cheers

Casey

**From:** Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]  
**Sent:** Monday, 14 July 2014 4:17 p.m.  
**To:** Casey Hurren  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014

Hi Casey are you OK if [REDACTED] calls [REDACTED] to discuss item 1 on the proposed way forward?

Thanks and speak soon

Nick

**From:** Nick Thompson  
**Sent:** Friday, 11 July 2014 11:16 a.m.  
**To:** 'Casey Hurren'  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Thanks for forwarding that email from [REDACTED] – I have outlined below some of the benefits of the CAS &IME system, a proposed way forward and cost estimate. If you could forward to [REDACTED] and Victor I would be grateful and we can discuss this afternoon.

1. CAS is a real-time audit tool that can automate the work of a team of auditors or analysts 24\*7 to validate and analyse all of Southern Responses claims data in real-time
2. CAS connects to your systems in read-only mode and analyses your data using intelligent rules. CAS acts as a single source of truth by storing suspicious data which is then available



through a secure web portal for your staff to get access to the latest risk data in the quickest amount of time.

3. The software is provided as a service at a fixed monthly fee and backed by our analysts who will review suspicious data that has triggered risk values.

4. Our proposed offering would audit and track 3 key areas and we suggest the following risks in the first instance:

a. Threat rating from abusive and threatening customers. This allows staff & contactors to risk assess their appointments

b. Reputational risk to Southern Response from customers. This will allow issues to be identified early and be dealt with before damaging SR reputation.

c. Fraudulent claims from customers.

5. Every claimant would be assessed by CAS and the data checked historically

6. Real-time checking will continue across all databases and claimants whilst the service is provided and supported by our analyst

7. Flags will be raised in real-time for key stakeholders based on a scoring system

The cost is \$■■■ per month plus an initial set up fee

#### **Proposed way forward**

1. ■■■ from Aptelisenense speaks to ■■■ re what AMIGO and iViis is and ensure CAS can connect with it – also how many servers your systems are working across and any other concerns

2. Confirm what risk checks you would like covered by the real-time auditing and who would want to receive the alerts. We identified customer focused threats / reputation / fraud but Victor and his risk register may see other requirements – anything more than 3 areas may involve extra cost

3. Consider if you want CAS to check on any other external (third party) databases – for example the insurance claims register or EQC's database – this would involve possible extra cost and permission from outside agencies

4. Issue a formal proposal based on your requirements

5. Establish the service and commence

Speak this afternoon

Thanks

Nick

**From:** Casey Hurren [mailto:Casey.Hurren@southernresponse.co.nz]

**Sent:** Friday, 4 July 2014 2:45 p.m.

**To:** Nick Thompson

**Subject:** Fwd: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

FYI

Sent from my iPad

Begin forwarded message:

**From:** [REDACTED]@southernresponse.co.nz>  
**Date:** 4 July 2014 1:24:23 pm NZST  
**To:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**Cc:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Victor,

This could be worth considering or at least taking to the next stage. I see it as providing a tool that could be used for automated auditing analysis, rather than any sort of discovery tool for OIA or similar requests. We could probably use it to connect to S: drive, EMS and Great Plains easily, but I would think that AMIGO and iViis might present some connection nor access challenges if we wanted a more complete solution.

I would be interested to see the cost of such a solution – my first impression is that it won't come cheap, particularly if it is targeting customers such as large banking systems.

The key question really is to determine what it could offer our business in real terms that we can't already do.

[REDACTED]

IT Manager

Southern Response

P: [REDACTED] ([REDACTED])

M: [REDACTED]

E: [REDACTED]@southernresponse.co.nz

**From:** Victor Wells

**Sent:** Friday, 4 July 2014 1:05 p.m.

**To:** [REDACTED]

**Cc:** Casey Hurren

**Subject:** FW: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Hi [REDACTED]

Any thoughts on this? We are having a discussion with them this afternoon?

**Victor Wells**

Legal Risk Manager

**From:** Victor Wells

**Sent:** Friday, 27 June 2014 12:45 p.m.

**To:** [REDACTED]

**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Hi [REDACTED]

Any thoughts on this?

**Victor Wells**

Legal Risk Manager

**From:** Casey Hurren

**Sent:** Friday, 27 June 2014 12:29 p.m.

**To:** Victor Wells

**Subject:** FW: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Victor – any feedback from [REDACTED] regarding sense of threat software?

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

**Sent:** Friday, 27 June 2014 12:13 p.m.

**To:** Casey Hurren

**Subject:** FW: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

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 my [REDACTED]

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14. RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014

**From:** Casey Hurren  
**To:** 'Nick Thompson' <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Jul 14, 2014 17:01:07  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014  
**Attachment:**

---

Not without express customer consent for our portfolio of claims. When we were previously known as AMI, we didn't expressly seek consent to share/receive information from 3<sup>rd</sup> party providers such as ICR (this was a decision of the previous CEO, who was concerned about losing business – not that you'd want that type of business anyway).

... other insurers did seek that consent as part of their proposals and claims forms.

**From:** Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]  
**Sent:** Monday, 14 July 2014 4:51 p.m.  
**To:** Casey Hurren  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014

Do you have the legal ability to search against any other source of information for example the ICR if you had access?

N

Sent from my [REDACTED]

---- Casey Hurren wrote ----

Working in with EQC's data would be a no, given all the privacy concerns that they have had and accuracy of their data. I want to stay away from that possibility.

Cheers

Casey

**From:** Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]  
**Sent:** Monday, 14 July 2014 4:21 p.m.  
**To:** Casey Hurren  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014

Yep understood and thanks.

Victor will need some input on the risk / threats you would like to have monitored but I'll leave you guys to have that chat

It would be great if we could tie together the EQC database with yours to get the claimants history – do you think that would fly?

N

**From:** Casey Hurren [mailto:Casey.Hurren@southernresponse.co.nz]  
**Sent:** Monday, 14 July 2014 4:19 p.m.  
**To:** Nick Thompson  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014

Hi Nick,

From a fact-finding perspective, yes.

I will let him know.

Cheers

Casey

**From:** Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]  
**Sent:** Monday, 14 July 2014 4:17 p.m.  
**To:** Casey Hurren  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014

Hi Casey are you OK if [REDACTED] calls [REDACTED] to discuss item 1 on the proposed way forward?

Thanks and speak soon

Nick

**From:** Nick Thompson  
**Sent:** Friday, 11 July 2014 11:16 a.m.  
**To:** 'Casey Hurren'  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Thanks for forwarding that email from [REDACTED] – I have outlined below some of the benefits of the CAS &IME system, a proposed way forward and cost estimate. If you could forward to [REDACTED] and Victor I would be grateful and we can discuss this afternoon.

1. CAS is a real-time audit tool that can automate the work of a team of auditors or analysts 24\*7 to validate and analyse all of Southern Responses claims data in real-time

2. CAS connects to your systems in read-only mode and analyses your data using intelligent rules. CAS acts as a single source of truth by storing suspicious data which is then available through a secure web portal for your staff to get access to the latest risk data in the quickest amount of time.
3. The software is provided as a service at a fixed monthly fee and backed by our analysts who will review suspicious data that has triggered risk values.
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  - a. Threat rating from abusive and threatening customers. This allows staff & contactors to risk assess their appointments
  - b. Reputational risk to Southern Response from customers. This will allow issues to be identified early and be dealt with before damaging SR reputation.
  - c. Fraudulent claims from customers.
5. Every claimant would be assessed by CAS and the data checked historically
6. Real-time checking will continue across all databases and claimants whilst the service is provided and supported by our analyst
7. Flags will be raised in real-time for key stakeholders based on a scoring system  
The cost is \$ [REDACTED] per month plus an initial set up fee

**Proposed way forward**

1. [REDACTED] from Aptelisenze speaks to [REDACTED] re what AMIGO and iViis is and ensure CAS can connect with it – also how many servers your systems are working across and any other concerns
  2. Confirm what risk checks you would like covered by the real-time auditing and who would want to receive the alerts. We identified customer focused threats / reputation / fraud but Victor and his risk register may see other requirements – anything more than 3 areas may involve extra cost
  3. Consider if you want CAS to check on any other external (third party) databases – for example the insurance claims register or EQC's database – this would involve possible extra cost and permission from outside agencies
  4. Issue a formal proposal based on your requirements
  5. Establish the service and commence
- Speak this afternoon

Thanks

Nick

**From:** Casey Hurren [mailto:Casey.Hurren@southernresponse.co.nz]

**Sent:** Friday, 4 July 2014 2:45 p.m.

**To:** Nick Thompson

**Subject:** Fwd: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

FYI

Sent from my iPad

Begin forwarded message:

**From:** [REDACTED]@southernresponse.co.nz>

**Date:** 4 July 2014 1:24:23 pm NZST

**To:** Victor Wells <Victor.Wells@southernresponse.co.nz>

**Cc:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>

**Subject: RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=**  
Victor,

This could be worth considering or at least taking to the next stage. I see it as providing a tool that could be used for automated auditing analysis, rather than any sort of discovery tool for OIA or similar requests. We could probably use it to connect to S: drive, EMS and Great Plains easily, but I would think that AMIGO and iViis might present some connection or access challenges if we wanted a more complete solution.

I would be interested to see the cost of such a solution – my first impression is that it won't come cheap, particularly if it is targeting customers such as large banking systems.

The key question really is to determine what it could offer our business in real terms that we can't already do.

[REDACTED]  
IT Manager  
Southern Response

P: [REDACTED] ([REDACTED])  
M: [REDACTED]  
E: [REDACTED]@southernresponse.co.nz

**From:** Victor Wells

**Sent:** Friday, 4 July 2014 1:05 p.m.

**To:** [REDACTED]

**Cc:** Casey Hurren

**Subject:** FW: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Hi [REDACTED],

Any thoughts on this? We are having a discussion with them this afternoon?



**Victor Wells**

Legal Risk Manager

**From:** Victor Wells

**Sent:** Friday, 27 June 2014 12:45 p.m.

**To:** [REDACTED]

**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Hi [REDACTED],

Any thoughts on this?

**Victor Wells**

Legal Risk Manager

**From:** Casey Hurren

**Sent:** Friday, 27 June 2014 12:29 p.m.

**To:** Victor Wells

**Subject:** FW: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Victor – any feedback from [REDACTED] regarding sense of threat software?

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

**Sent:** Friday, 27 June 2014 12:13 p.m.

**To:** Casey Hurren

**Subject:** FW: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

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 my [REDACTED]

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15. Re: Emailing: Southern Response weekly reporting stats 20-26 June 2014

**From:** [REDACTED] <[REDACTED]@aptelisense.com>  
**To:** [REDACTED]@southernresponse.co.nz  
**Cc:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Jul 15, 2014 16:45:52  
**Subject:** Re: Emailing: Southern Response weekly reporting stats 20-26 June 2014  
**Attachment:**

---

Good afternoon [REDACTED],

I am the [REDACTED] of Aptelisense and I'm emailing you in regard to the information Nick Thompson has provided on Compliance Automation Server (CAS) and how it could help your organisation to monitor for risks to staff and fraud.

Nick suggested that I arrange a call with yourself to discuss the following:

- Southern Response systems that CAS would need to connect to in order to monitor threats
- other risks you have that CAS could monitor

When would be a convenient time to discuss this?

Kind Regards

[REDACTED]

[REDACTED] / [REDACTED]

Aptelisense.com

**From:** Nick Thompson

**Sent:** Friday, 11 July 2014 11:16 a.m.

**To:** 'Casey Hurren'

**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Thanks for forwarding that email from [REDACTED] – I have outlined below some of the benefits of the CAS &IME system, a proposed way forward and cost estimate. If you could forward to [REDACTED] and Victor I would be grateful and we can discuss this afternoon.

1. CAS is a real-time audit tool that can automate the work of a team of auditors or analysts 24\*7 to validate and analyse all of Southern Responses claims data in real-time
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3. *The software is provided as a service at a fixed monthly fee and backed by our analysts who will review suspicious data that has triggered risk values.*
4. *Our proposed offering would audit and track 3 key areas and we suggest the following risks in the first instance:*
  - a. *Threat rating from abusive and threatening customers. This allows staff & contactors to risk assess their appointments*
  - b. *Reputational risk to Southern Response from customers. This will allow issues to be identified early and be dealt with before damaging SR reputation.*
  - c. *Fraudulent claims from customers.*
5. *Every claimant would be assessed by CAS and the data checked historically*
6. *Real-time checking will continue across all databases and claimants whilst the service is provided and supported by our analyst*
7. *Flags will be raised in real-time for key stakeholders based on a scoring system*  
*The cost is \$ [REDACTED] per month plus an initial set up fee*

**Proposed way forward**

1. [REDACTED] from Aptelisenense speaks to [REDACTED] re what AMIGO and iViis is and ensure CAS can connect with it – also how many servers your systems are working across and any other concerns
2. *Confirm what risk checks you would like covered by the real-time auditing and who would want to receive the alerts. We identified customer focused threats / reputation / fraud but Victor and his risk register may see other requirements – anything more than 3 areas may involve extra cost*
3. *Consider if you want CAS to check on any other external (third party) databases – for example the insurance claims register or EQC's database – this would involve possible extra cost and permission from outside agencies*
4. *Issue a formal proposal based on your requirements*
5. *Establish the service and commence*

Speak this afternoon

Thanks

Nick

16. Southern Response weekly reporting 18 July 2014

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Jul 18, 2014 14:55:15  
**Subject:** Southern Response weekly reporting 18 July 2014  
**Attachment:** [image001.jpg](#)  
[Southern Response weekly reporting 18 July 2014.pdf](#)

---

Hi Casey hope your board meeting has gone well today.

Please see attached the weekly SR stats.

█████ spoke to █████ today and the feedback I have is that the tool could tackle a lot of things but at present he can't put his finger on any one application to focus on. █████ has suggested that the next step would be for █████ to talk to █████ (head of audit) to see what risks could be automated. Not sure if Victor should be involved in the that chat

Speak next Friday and that other project is coming together for you.

Nick

**NICK THOMPSON**

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

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████████████████████  
████████████████████

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17. RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014

**From:** [REDACTED]@southernresponse.co.nz  
**To:** [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**Cc:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Jul 18, 2014 16:39:04  
**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014  
**Attachment:**

---

[REDACTED]

Thank you for your call today to discuss the CAS solution in more detail.

As discussed, I am copying [REDACTED] from our internal Audit team, as having a possible interest in the solution.

My impression was that the CAS solution may offer some benefits to a business such as ours, but that I was not entirely clear on any specific target areas given our current state and where we are at in the life of our company. The potential for fraud is a known and managed risk to us, and is given an appropriate level of investigation. Whether CAS could improve on our current level of awareness is difficult to assess.

Another potential opportunity noted previously was in the ability to identify a threat rating from abusive customers. Again, our current levels of awareness and understanding of our customer base may not need a system such as CAS to manage.

We currently share, validate and analyse sizeable amounts of data from various sources in our activities, and there is always the risk of error, either maliciously or accidental. Whether CAS could make meaningful interpretations throughout the lifecycle of our claims would be interesting to know.

[REDACTED] – feel free to let [REDACTED] know if you wish to follow up.

[REDACTED]  
IT Manager  
Southern Response

P: [REDACTED] ([REDACTED])

M: [REDACTED]  
E: [REDACTED]@southernresponse.co.nz

**From:** [REDACTED]@gmail.com [mailto:[REDACTED]@gmail.com] **On Behalf Of** [REDACTED]

**Sent:** Tuesday, 15 July 2014 4:46 p.m.

**To:** [REDACTED]

**Cc:** Casey Hurren; Nick Thompson

**Subject:** Re: Emailing: Southern Response weekly reporting stats 20-26 June 2014

Good afternoon [REDACTED],

I am the [REDACTED] of Aptelisense and I'm emailing you in regard to the information Nick Thompson has provided on Compliance Automation Server (CAS) and how it could help your organisation to monitor for risks to staff and fraud.

Nick suggested that I arrange a call with yourself to discuss the following:

- Southern Response systems that CAS would need to connect to in order to monitor threats
- other risks you have that CAS could monitor

When would be a convenient time to discuss this?

Kind Regards

[REDACTED]  
[REDACTED] / [REDACTED]  
Aptelisense.com

**From:** Nick Thompson

**Sent:** Friday, 11 July 2014 11:16 a.m.

**To:** 'Casey Hurren'

**Subject:** RE: Emailing: Southern Response weekly reporting stats 20-26 June 2014 folder=

Thanks for forwarding that email from [REDACTED] – I have outlined below some of the benefits of the CAS & IME system, a proposed way forward and cost estimate. If you could forward to [REDACTED] and Victor I would be grateful and we can discuss this afternoon.

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*The cost is \$ [REDACTED] per month plus an initial set up fee*

**Proposed way forward**

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4. *Issue a formal proposal based on your requirements*
5. *Establish the service and commence*

Speak this afternoon

Thanks

Nick

18. Weekly Monitoring Stats report - Southern Response

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Jul 25, 2014 11:41:44  
**Subject:** Weekly Monitoring Stats report - Southern Response  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 18-24 July 2014.pdf](#)

---

Hi Casey see attached report for last week – again very quiet and the spike on 23 July is to do with [REDACTED] as a councillor and arranging a meeting to do with sex workers and not SR.

The week before this was again quiet with the noise in the stats to do with side issues.

Chart is with you

[REDACTED] from Aptelisense has spoken to [REDACTED] and been referred to [REDACTED] Internal Audit team. Not sure if this is going anywhere but if there is interest as it's only a month by month thing it could be established as pilot and then switched off it has no value.

Speak at 2.30.

Regards

Nick

**From:** [REDACTED]  
**Sent:** Friday, 25 July 2014 11:02 a.m.  
**To:** Nick Thompson  
**Cc:** [REDACTED] SR Action Steps  
**Subject:** Weekly Monitoring Stats report - Southern Response folder=

Nick – see attached for your phone call with Casey.

Cheers, H

■■■■ ■■■■

**Intelligence Analyst**

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

■■■■■■■■■■  
■■■■■■■■■■

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SOUTHERN RESPONSE EAST HOUKKE SERVICES LTD

19. RE: Weekly Monitoring Stats report - Southern Response

**From:** Casey Hurren  
**To:** 'Nick Thompson' <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Jul 25, 2014 13:42:34  
**Subject:** RE: Weekly Monitoring Stats report - Southern Response  
**Attachment:** [image001.jpg](#)

---

Hi Nick,

I am caught up with some internal matters and won't be able to speak at 2.30 pm. As you noted, it's been a quiet week – so nothing of significance to report.

I will let [REDACTED] and [REDACTED] continue their deliberations as to whether they are interested in the product from Aptelisense.

Speak to you next week.

Cheers

Casey

**From:** Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]  
**Sent:** Friday, 25 July 2014 11:42 a.m.  
**To:** Casey Hurren  
**Subject:** Weekly Monitoring Stats report - Southern Response

Hi Casey see attached report for last week – again very quiet and the spike on 23 July is to do with [REDACTED] as a councillor and arranging a meeting to do with sex workers and not SR.

The week before this was again quiet with the noise in the stats to do with side issues.

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Speak at 2.30.

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Nick

**From:** [REDACTED]  
**Sent:** Friday, 25 July 2014 11:02 a.m.  
**To:** Nick Thompson  
**Cc:** [REDACTED] SR Action Steps  
**Subject:** Weekly Monitoring Stats report - Southern Response folder=

Nick – see attached for your phone call with Casey.

Cheers, H

[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
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[REDACTED]  
[REDACTED]  
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20. RE: Weekly Monitoring Stats report - Southern Response

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Jul 25, 2014 13:43:49  
**Subject:** RE: Weekly Monitoring Stats report - Southern Response  
**Attachment:** [image001.jpg](#)

---

All good –speak next week

N

**From:** Casey Hurren [mailto:Casey.Hurren@southernresponse.co.nz]  
**Sent:** Friday, 25 July 2014 1:43 p.m.  
**To:** Nick Thompson  
**Subject:** RE: Weekly Monitoring Stats report - Southern Response

Hi Nick,

I am caught up with some internal matters and won't be able to speak at 2.30 pm. As you noted, it's been a quiet week – so nothing of significance to report.

I will let [REDACTED] and [REDACTED] continue their deliberations as to whether they are interested in the product from Aptelisense.

Speak to you next week.

Cheers

Casey

**From:** Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]  
**Sent:** Friday, 25 July 2014 11:42 a.m.  
**To:** Casey Hurren  
**Subject:** Weekly Monitoring Stats report - Southern Response

Hi Casey see attached report for last week – again very quiet and the spike on 23 July is to do with [REDACTED] as a councillor and arranging a meeting to do with sex workers and not SR.

The week before this was again quiet with the noise in the stats to do with side issues.

Chart is with you

██████████ from Aptelisenase has spoken to ██████████ and been referred to ██████████ Internal Audit team. Not sure if this is going anywhere but if there is interest as it's only a month by month thing it could be established as pilot and then switched off it has no value.

Speak at 2.30.

Regards

Nick

**From:** ██████████ ██████████  
**Sent:** Friday, 25 July 2014 11:02 a.m.  
**To:** Nick Thompson  
**Cc:** ██████████ SR Action Steps  
**Subject:** Weekly Monitoring Stats report - Southern Response folder=

Nick – see attached for your phone call with Casey.

Cheers, H

██████████ ██████████

**Intelligence Analyst**

- / MOBILE
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21. FW: Southern Response monitoring stats 25-31 July 2014

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Aug 01, 2014 11:57:10  
**Subject:** FW: Southern Response monitoring stats 25-31 July 2014  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 25-31 July 2014.pdf](#)

---

Please see below and attached

I am in Queenstown and will be free at 2.30

N

Sent from my [REDACTED]

----- Original Message -----

Subject: Southern Response monitoring stats 25-31 July 2014

Sent: 1/08/2014 11:48 am

From: [REDACTED] <Analyst@tcil.co.nz>

To: Nick Thompson <Nick.Thompson@tcil.co.nz>

Cc: SR Action Steps <[REDACTED]t60.co.nz>, [REDACTED] <[REDACTED]tcil.co.nz>

>Nick,

>

> See attached Southern Response stats 25-31 July .

>

> Activity reflects blog entries this week and Social Media commentary has been around feedback provided by Southern Response to questions raised in a residents meeting – also blogged 28 July.

>

> Obviously we have the meeting this Saturday at the Jack Mann Auditorium, so monitoring will be focussed around commentary arising from this event.

>

>

> Regards, [REDACTED]

>

> [REDACTED]

>

>Intelligence Analyst

>

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22. Catch-up

**From:** Casey Hurren  
**To:** 'Nick Thompson' <Nick.Thompson@tcil.co.nz>  
**Hidden recipients:** Meeting Room Show Place 6 Customer Room 5  
<MRSP6CR5@southernresponse.co.nz>  
**Sent Date:** Aug 05, 2014 15:39:33  
**Subject:** Catch-up  
**Attachment:** [meeting.ics](#)

---

When: Friday, 8 August 2014 3:30 p.m.-4:00 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.

\*~\*~\*~\*~\*~\*~\*~\*~\*~\*

I have a scheduling conflict and wondered if we can re-schedule

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23. Accepted: Catch-up

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Aug 05, 2014 16:08:18  
**Subject:** Accepted: Catch-up  
**Attachment:**

---

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24. FW: Southern Response Weekly Reporting 1 - 7 August 2014

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Aug 08, 2014 11:56:10  
**Subject:** FW: Southern Response Weekly Reporting 1 - 7 August 2014  
**Attachment:** [Southern Response Weekly Reporting 1 - 7 August 2014.pdf](#)

---

FYI for call

N

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Friday, 8 August 2014 11:07 a.m.  
**To:** Nick Thompson  
**Cc:** [REDACTED] SR Action Steps  
**Subject:** Southern Response Weekly Reporting 1 - 7 August 2014

Nick,

See attached weekly summary re Southern Response monitoring.  
A much busier week in terms of activity, but no immediate threats of protest or direct action.

Cheers, H

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25. SR stats for this week

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Aug 15, 2014 12:48:57  
**Subject:** SR stats for this week  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 8 - 14 August 2014.pdf](#)

---

Weekly Stat's mate - seem to be sailing a good course at the moment

Any individual problems identified this week?

Also looks like that real-time tool is dead unless you have heard anything different

Speak later

Nick

**NICK THOMPSON**

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

██████████  
██████████  
██████████

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26. RE: SR stats for this week

**From:** Casey Hurren  
**To:** 'Nick Thompson' <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Aug 15, 2014 14:02:07  
**Subject:** RE: SR stats for this week  
**Attachment:** [image001.jpg](#)

---

Hi Nick,

No, nothing to report this week – so I think we won't need the phone hook-up.

Regarding the real-time tool – I have spoken to Victor and [REDACTED] you are right, we have decided to not proceed with the software.

Thanks

Casey

**From:** Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]  
**Sent:** Friday, 15 August 2014 12:49 p.m.  
**To:** Casey Hurren  
**Subject:** SR stats for this week

Weekly Stat's mate - seem to be sailing a good course at the moment

Any individual problems identified this week?

Also looks like that real-time tool is dead unless you have heard anything different

Speak later

Nick

**NICK THOMPSON**

/ MOBILE  
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27. RE: SR stats for this week

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Aug 15, 2014 14:04:44  
**Subject:** RE: SR stats for this week  
**Attachment:** [image001.jpg](#)

---

All good mate – you enjoy the weekend

N

**From:** Casey Hurren [mailto:Casey.Hurren@southernresponse.co.nz]  
**Sent:** Friday, 15 August 2014 2:02 p.m.  
**To:** Nick Thompson  
**Subject:** RE: SR stats for this week

Hi Nick,

No, nothing to report this week – so I think we won't need the phone hook-up.

Regarding the real-time tool – I have spoken to Victor and [REDACTED] you are right, we have decided to not proceed with the software.

Thanks

Casey

**From:** Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]  
**Sent:** Friday, 15 August 2014 12:49 p.m.  
**To:** Casey Hurren  
**Subject:** SR stats for this week

Weekly Stat's mate - seem to be sailing a good course at the moment

Any individual problems identified this week?

Also looks like that real-time tool is dead unless you have heard anything different

Speak later

Nick

**NICK THOMPSON**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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28. FW: Southern Response Weekly Reporting Stats Week 15-21 August 2014

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@tcil.co.nz>  
**Sent Date:** Aug 22, 2014 12:28:57  
**Subject:** FW: Southern Response Weekly Reporting Stats Week 15-21 August 2014  
**Attachment:** [Southern Response Weekly Reporting 15 -21 August 2014.pdf](#)

---

Stats attached mate – I am in Christchurch at some stage week starting 8 Sept so will let you know and drop in

Also I am in a meeting today between 2pm and 4pm so if you don't mind give [REDACTED] a call [REDACTED] [REDACTED] – being the author of most of our work it might be worth a chat with him.

Speak soon

Nick

**From:** [REDACTED]  
**Sent:** Friday, 22 August 2014 11:46 a.m.  
**To:** Nick Thompson  
**Cc:** Gavin Clark; [REDACTED]@t60.co.nz  
**Subject:** Southern Response Weekly Reporting Stats Week 15-21 August 2014

Week Southern Response stats – note the false positive on 16<sup>th</sup> August – relates to Southern Response police district of Western Australia – thought we had eradicated this.

G

29. RE: Southern Response Weekly Reporting Stats Week 15-21 August 2014

**From:** Casey Hurren  
**To:** 'Nick Thompson' <Nick.Thompson@tcil.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@tcil.co.nz>  
**Sent Date:** Aug 22, 2014 12:31:36  
**Subject:** RE: Southern Response Weekly Reporting Stats Week 15-21 August 2014  
**Attachment:**

---

Hi Nick,

I am flat out again today, nothing to report at my end – I am on holiday overseas next week too.

Let's aim for a catch-up in a couple of weeks.

Speak to you soon.

Cheers

Casey

**From:** Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]  
**Sent:** Friday, 22 August 2014 12:29 p.m.  
**To:** Casey Hurren  
**Cc:** [REDACTED]  
**Subject:** FW: Southern Response Weekly Reporting Stats Week 15-21 August 2014

Stats attached mate – I am in Christchurch at some stage week starting 8 Sept so will let you know and drop in

Also I am in a meeting today between 2pm and 4pm so if you don't mind give [REDACTED] a call [REDACTED] – being the author of most of our work it might be worth a chat with him.

Speak soon

Nick

**From:** [REDACTED]  
**Sent:** Friday, 22 August 2014 11:46 a.m.  
**To:** Nick Thompson  
**Cc:** Gavin Clark; [REDACTED]@t60.co.nz'  
**Subject:** Southern Response Weekly Reporting Stats Week 15-21 August 2014

Week Southern Response stats – note the false positive on 16<sup>th</sup> August – relates to Southern Response police district of Western Australia – thought we had eradicated this.

G

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30. FW: Southern Response Weekly Reporting 22-28 August 2014

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Aug 29, 2014 14:44:26  
**Subject:** FW: Southern Response Weekly Reporting 22-28 August 2014  
**Attachment:** [Southern Response Weekly Reporting 22-28 August 2014.pdf](#)

---

Hi Casey I hope your time off is going well – please see attached report, very low social media this week

N

**From:** [REDACTED]  
**Sent:** Friday, 29 August 2014 12:32 p.m.  
**To:** Nick Thompson  
**Cc:** [REDACTED]@t60.co.nz'; [REDACTED] [REDACTED] Gavin Clark; [REDACTED]  
**Subject:** Southern Response Weekly Reporting 22-28 August 2014

Weekly Southern Response reporting for Casey. We do regrettably get a false positive about the Western Australia Southern Response district – can't seem to eliminate this. Will try again with [REDACTED]

G

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31. FW: Southern Response weekly monitoring stats - 29/08 - 04/09/14

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Sep 05, 2014 11:49:08  
**Subject:** FW: Southern Response weekly monitoring stats - 29/08 - 04/09/14  
**Attachment:** [Southern Response Weekly Reporting 29 August - 4 September 2014.docx.pdf](#)

---

FYI - are you back today?

N

Sent from my [REDACTED]

----- Original Message -----

Subject: Southern Response weekly monitoring stats - 29/08 - 04/09/14  
Sent: 5/09/2014 10:45 am  
From: [REDACTED] <[REDACTED]@tcil.co.nz>  
To: Nick Thompson <Nick.Thompson@tcil.co.nz>  
Cc: [REDACTED] <[REDACTED]@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, SR Action Steps <[REDACTED]@t60.co.nz>

Nick,

Weekly monitoring stats for your phone catch up with Casey this afternoon.

Two fairly tepid news articles this week and social media was all about planning for / posting full programme re Campbell Live last night.

Cheers, H

32. RE: Southern Response weekly monitoring stats - 29/08 - 04/09/14

**From:** Casey Hurren  
**To:** 'Nick Thompson' <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Sep 05, 2014 11:56:27  
**Subject:** RE: Southern Response weekly monitoring stats - 29/08 - 04/09/14  
**Attachment:**

---

Yes – I will give you a call at 2.30 pm.

**From:** Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]  
**Sent:** Friday, 5 September 2014 11:49 a.m.  
**To:** Casey Hurren  
**Subject:** FW: Southern Response weekly monitoring stats - 29/08 - 04/09/14

FYI - are you back today?

N

Sent from my [REDACTED]

----- Original Message -----

**Subject:** Southern Response weekly monitoring stats - 29/08 - 04/09/14  
**Sent:** 5/09/2014 10:45 am  
**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, SR Action Steps <[REDACTED]@t60.co.nz>

Nick,

Weekly monitoring stats for your phone catch up with Casey this afternoon.

Two fairly tepid news articles this week and social media was all about planning for / posting full programme re Campbell Live last night.

Cheers, H

33. RE: Southern Response weekly monitoring stats - 29/08 - 04/09/14

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Sep 05, 2014 12:06:32  
**Subject:** RE: Southern Response weekly monitoring stats - 29/08 - 04/09/14  
**Attachment:**

---

Great speak then

N

Sent from my [REDACTED]

---- Casey Hurren wrote ----

Yes – I will give you a call at 2.30 pm.

**From:** Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]  
**Sent:** Friday, 5 September 2014 11:49 a.m.  
**To:** Casey Hurren  
**Subject:** FW: Southern Response weekly monitoring stats - 29/08 - 04/09/14

FYI - are you back today?

N

Sent from my [REDACTED]

----- Original Message -----

Subject: Southern Response weekly monitoring stats - 29/08 - 04/09/14  
Sent: 5/09/2014 10:45 am  
From: [REDACTED] <Analyst@tcil.co.nz>  
To: Nick Thompson <Nick.Thompson@tcil.co.nz>  
Cc: [REDACTED] <[REDACTED]@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, SR Action Steps <[REDACTED]@t60.co.nz>

Nick,

Weekly monitoring stats for your phone catch up with Casey this afternoon.

Two fairly tepid news articles this week and social media was all about planning for / posting full programme re Campbell Live last night.

Cheers, ■

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34. Southern Response weekly monitoring stats

**From:** [REDACTED] [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>  
**Sent Date:** Sep 12, 2014 14:05:24  
**Subject:** Southern Response weekly monitoring stats  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 5-11 September 2014.pdf](#)

---

Good afternoon Casey,

Nick has asked me to send this document directly to you as he is currently out of the office.

I understand you will be discussing it with him in your phone catch up this afternoon.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]  
[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
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35. Weekly monitoring stats

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, SR Action Steps <[REDACTED]@t60.co.nz>  
**Sent Date:** Sep 19, 2014 12:16:52  
**Subject:** Weekly monitoring stats  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 12-18 September 2014.pdf](#)

---

Good Afternoon Casey,

Please see attached weekly monitoring stats for your catch up with Nick this afternoon.

A very quiet week this week - nice to hear some positive news!

Regards, [REDACTED]

[REDACTED] [REDACTED]

**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]

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36. Southern Response monitoring stats 19-25 September 2014

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, SR Action Steps <[REDACTED]@t60.co.nz>  
**Sent Date:** Sep 29, 2014 12:10:14  
**Subject:** Southern Response monitoring stats 19-25 September 2014  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 19-25 September 2014.pdf](#)

---

Good Morning Casey,

Please see attached last week's monitoring stats – my apologies for the delay in sending these this time round.

A very quiet week as you'll see by the lack of data.

Have a good week.

Regards, [REDACTED]

[REDACTED] [REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
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37. Weekly Return 26.9.14-02.101.14

**From:** [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED] [REDACTED]  
<[REDACTED]@tcil.co.nz>, SR Action Steps <[REDACTED]@t60.co.nz>  
**Sent Date:** Oct 03, 2014 19:15:45  
**Subject:** Weekly Return 26.9.14-02.101.14  
**Attachment:** [image001.gif](#)  
[Southern Response weekly reporting 26.9-02.10. 2014.pdf](#)

---

Hi Casey, weekly return attached FYI.

Kind regards

[REDACTED]

**Collection Manager**

/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]

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38. Emailing: Southern Response Weekly Reporting 3-9 October 2014

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Oct 10, 2014 10:39:17  
**Subject:** Emailing: Southern Response Weekly Reporting 3-9 October 2014  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 3-9 October 2014.pdf](#)

---

Good Morning Casey,

Hope all's well with you.

Please find attached the weekly monitoring summary for Southern Response.

Nick is on leave this week, so I imagine that he will catch up with you next week.

Regards, [REDACTED]

[REDACTED] [REDACTED]

**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]

[REDACTED]

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39. Southern Response weekly monitoring summary

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Oct 17, 2014 10:29:23  
**Subject:** Southern Response weekly monitoring summary  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 10-16 October 2014.pdf](#)

---

Good Morning Casey,

A fairly quiet week with the main news story being the \$500M taxpayer top up story from 10<sup>th</sup> Oct. SR Claimants meeting planned for 22 October in Wainoni.

Also good to see some social media reposting of a positive story!

Regards, [REDACTED]

[REDACTED] [REDACTED]

**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]

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40. Fwd: SR weekly monitoring stats (for tomorrows telecon)

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Oct 24, 2014 08:33:24  
**Subject:** Fwd: SR weekly monitoring stats (for tomorrows telecon)  
**Attachment:** [ATT00001.htm](#)  
[Southern Response Weekly Reporting 17-23 October 2014.pdf](#)  
[ATT00002.htm](#)

---

Good morning Casey,

See attached weekly monitoring stats. Nick is in a meeting all day but should be free by 3.30pm if you would like to catch up with him.

Have a great long weekend.

Regards, [REDACTED]

Sent from my iPhone

[REDACTED] [REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
PO Box 301775, Albany, NSMC 0752, New Zealand  
[www.tcil.co.nz](http://www.tcil.co.nz)

41. SR AGM

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Oct 28, 2014 13:53:31  
**Subject:** SR AGM  
**Attachment:** [image001.jpg](#)

---

Hi Casey,

On behalf of Nick, would you like any assistance with security planning /advice for your AGM on Friday?

This is an area that TCIL have a lot of experience in and often provide security planning, bug sweeps, on-site guards and advice for large corporate/SOE AGMs.

If this is something we can assist you with, in light of last week's security threat, please don't hesitate to contact Nick on [REDACTED]

Regards, [REDACTED]

[REDACTED] [REDACTED]

**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]

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42. RE: SR AGM

**From:** Casey Hurren  
**To:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Nick Thompson  
<Nick.Thompson@tcil.co.nz>  
**Sent Date:** Oct 28, 2014 13:57:13  
**Subject:** RE: SR AGM  
**Attachment:** [image002.jpg](#)  
[image003.png](#)  
[image004.jpg](#)

---

Thanks [REDACTED] – I will discuss internally and come back to you both (probably first thing tomorrow morning).

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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*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:** [REDACTED] [REDACTED] [mailto:[REDACTED]@tcil.co.nz]  
**Sent:** Tuesday, 28 October 2014 1:54 p.m.

**To:** Casey Hurren  
**Cc:** [REDACTED]t60.co.nz; Nick Thompson  
**Subject:** SR AGM  
**Importance:** High

Hi Casey,

On behalf of Nick, would you like any assistance with security planning /advice for your AGM on Friday?

This is an area that TCIL have a lot of experience in and often provide security planning, bug sweeps, on-site guards and advice for large corporate/SOE AGMs.

If this is something we can assist you with, in light of last week's security threat, please don't hesitate to contact Nick on [REDACTED]

Regards, [REDACTED]

[REDACTED]  
[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
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43. RE: SR AGM

**From:** Casey Hurren  
**To:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, [REDACTED] [REDACTED] <Analyst@tcil.co.nz>  
**Sent Date:** Oct 28, 2014 15:52:41  
**Subject:** RE: SR AGM  
**Attachment:** [image001.jpg](#)

---

Hi Nick,

Linda Falwasser (communications manager for SRES and Arrow) has main oversight for organising the AGM.

Can you touch base with Linda to arrange to provide your input/advice to our planning? (Linda's cell is [REDACTED])

Linda will keep me in the loop.

Cheers

Casey

**From:** [REDACTED] [mailto:Analyst@tcil.co.nz]  
**Sent:** Tuesday, 28 October 2014 1:54 p.m.  
**To:** Casey Hurren  
**Cc:** [REDACTED]@t60.co.nz; Nick Thompson  
**Subject:** SR AGM  
**Importance:** High

Hi Casey,

On behalf of Nick, would you like any assistance with security planning /advice for your AGM on Friday?

This is an area that TCIL have a lot of experience in and often provide security planning, bug sweeps, on-site guards and advice for large corporate/SOE AGMs.

If this is something we can assist you with, in light of last week's security threat, please don't hesitate to contact Nick on [REDACTED]

Regards, [REDACTED]

[REDACTED] [REDACTED]

**Intelligence Analyst**

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

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44. RE: SR AGM

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>  
**Sent Date:** Oct 28, 2014 16:17:47  
**Subject:** RE: SR AGM  
**Attachment:** [image001.jpg](#)

---

Yep done - Linda can I call you tomorrow

Nick

Sent from my [REDACTED]

---- Casey Hurren wrote ----

Hi Nick,

Linda Falwasser (communications manager for SRES and Arrow) has main oversight for organising the AGM.

Can you touch base with Linda to arrange to provide your input/advice to our planning? (Linda's cell is [REDACTED])

Linda will keep me in the loop.

Cheers

Casey

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

**Sent:** Tuesday, 28 October 2014 1:54 p.m.

**To:** Casey Hurren

**Cc:** [REDACTED]@t60.co.nz; Nick Thompson

**Subject:** SR AGM



**Importance:** High

Hi Casey,

On behalf of Nick, would you like any assistance with security planning /advice for your AGM on Friday?

This is an area that TCIL have a lot of experience in and often provide security planning, bug sweeps, on-site guards and advice for large corporate/SOE AGMs.

If this is something we can assist you with, in light of last week's security threat, please don't hesitate to contact Nick on [REDACTED]

Regards, [REDACTED]

[REDACTED] [REDACTED]

**Intelligence Analyst**

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

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45. Trespass authority for Addington Events Centre

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Linda.Falwasser@arrowinternational.co.nz  
<Linda.Falwasser@arrowinternational.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED]@t60.co.nz  
<[REDACTED]@t60.co.nz>, Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Oct 30, 2014 10:12:17  
**Subject:** Trespass authority for Addington Events Centre  
**Attachment:** [image002.jpg](#)  
[Authority to Act\\_Trespass Act.doc](#)

---

Hi Linda,

Could you please request from Addington Events Centre that they sign this attached trespass authority on behalf of Thompson & Clark and First Security.

This authority will allow security to use minimum reasonable force to eject any members of the public that are asked to leave by the presiding Chairman and where they fail to do so.

A full trespass notice applicable for two years will not be executed by the security team this is merely a method to eject someone who is disruptive in the meeting and to deal with the immediate issue to avoid having to look for a representative from the events centre to deal with the problem.

Please send the signed copy to me.

Many thanks

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]  
[REDACTED]

██████████  
PO Box 301775, Albany, NSMC 0752, New Zealand

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46. Arrangements for tomorrow

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Linda.Falwasser@arrowinternational.co.nz  
<Linda.Falwasser@arrowinternational.co.nz>  
**Cc:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Nick Thompson  
<Nick.Thompson@tcil.co.nz>, ██████████t60.co.nz <██████████t60.co.nz>  
**Sent Date:** Oct 30, 2014 10:40:53  
**Subject:** Arrangements for tomorrow  
**Attachment:** [image003.jpg](#)

---

Hi Linda/ Cassey,

Just checking off the following to ensure that we are ready to go for tomorrow from a security perspective, can you respond to the following:

- I arrive tomorrow morning and can come to Show PI to meet Cassey introduce and discuss any issues (persons of interest etc), Cassey what time suits you best?
- Linda what time to you expect to arrive at the events centre to set up? I can meet you there.
- What time have you booked security to arrive? I will need to brief them as to expectations and performance.
- Can you provide a contact for First security I will touch base with them and introduce myself.
- Has a visitors sign in book been prepared?
- Are media signing in and will they be identifiable?
- Has a bag check in system been arranged?
- I will need a few minutes with the board to outline the security plan and an introduction to the Chair so that he knows who to go to if things escalate.
- I will be positioned (seated) low profile in or near the front, are any chairs being reserved for the executive team?
- Has a H&S and security preamble been prepared to set the ground rules from the start so public know what to expect?

· We will need to have an alternative exit and evac arrangements for the board if things turn sour. Is there a suitable secure room within the venue for this or will we need vehicles positioned so that we can leave the site?

· Linda as per my previous email I have contacted police ( [REDACTED] ) and will have a better understanding of what they have planned for this.

That's it for now see you both tomorrow.

Regards

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]  
[REDACTED]  
[REDACTED]

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47. RE: Trespass authority for Addington Events Centre

**From:** Linda Falwasser <Linda.Falwasser@arrowinternational.co.nz>  
**To:** 'Gavin Clark' <Gavin.Clark@tcil.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED]@t60.co.nz  
<[REDACTED]@t60.co.nz>, Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Oct 30, 2014 14:46:04  
**Subject:** RE: Trespass authority for Addington Events Centre  
**Attachment:** [image001.jpg](#)  
[201410301532.pdf](#)

---

Signed and attached Gavin.

**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]  
**Sent:** Thursday, 30 October 2014 10:12 a.m.  
**To:** Linda Falwasser  
**Cc:** Nick Thompson; [REDACTED]@t60.co.nz; Casey Hurren  
**Subject:** Trespass authority for Addington Events Centre

Hi Linda,

Could you please request from Addington Events Centre that they sign this attached trespass authority on behalf of Thompson & Clark and First Security.

This authority will allow security to use minimum reasonable force to eject any members of the public that are asked to leave by the presiding Chairman and where they fail to do so.

A full trespass notice applicable for two years will not be executed by the security team this is merely a method to eject someone who is disruptive in the meeting and to deal with the immediate issue to avoid having to look for a representative from the events centre to deal with the problem.

Please send the signed copy to me.

Many thanks

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

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48. Re: Trespass authority for Addington Events Centre

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Linda Falwasser <Linda.Falwasser@arrowinternational.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED]@t60.co.nz  
<[REDACTED]@t60.co.nz>, Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Oct 30, 2014 17:37:25  
**Subject:** Re: Trespass authority for Addington Events Centre  
**Attachment:** [image001.jpg](#)

---

Thanks

On 30/10/2014, at 2:46 pm, "Linda Falwasser" <Linda.Falwasser@arrowinternational.co.nz> wrote:

Signed and attached Gavin.

**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]  
**Sent:** Thursday, 30 October 2014 10:12 a.m.  
**To:** Linda Falwasser  
**Cc:** Nick Thompson; [REDACTED]@t60.co.nz; Casey Hurren  
**Subject:** Trespass authority for Addington Events Centre

Hi Linda,

Could you please request from Addington Events Centre that they sign this attached trespass authority on behalf of Thompson & Clark and First Security.

This authority will allow security to use minimum reasonable force to eject any members of the public that are asked to leave by the presiding Chairman and where they fail to do so.

A full trespass notice applicable for two years will not be executed by the security team this is merely a method to eject someone who is disruptive in the meeting and to deal with the immediate issue to avoid having to look for a representative from the events centre to deal with the problem.

Please send the signed copy to me.

Many thanks

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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<image001.jpg>

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<201410301532.pdf>

49. photos

**From:** Sarah Giles <Sarah.Giles@southernresponse.co.nz>  
**To:** [REDACTED]@police.govt.nz <[REDACTED]@police.govt.nz>  
**Cc:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Oct 31, 2014 09:53:57  
**Subject:** photos  
**Attachment:** [unknown\\_name\\_l3iuc](#)  
[unknown\\_name\\_cum2t](#)

---

Hi [REDACTED]

Please find attached a photo of [REDACTED] and his partner, hope this helps.

Thanks

Sarah

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50. Southern Response - weekly monitoring stats

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Oct 31, 2014 13:50:32  
**Subject:** Southern Response - weekly monitoring stats  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 24-30 October 2014.pdf](#)

---

Hi Casey,

See attached weekly monitoring stats for the last week.

Appreciate you're fairly busy with the AGM today, so not sure if you're catching up with Nick or not?

Hope it goes well.

Regards, [REDACTED]

[REDACTED] [REDACTED]

**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]

[REDACTED]

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51. RE: Southern Response - weekly monitoring stats

**From:** Casey Hurren  
**To:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Oct 31, 2014 15:25:09  
**Subject:** RE: Southern Response - weekly monitoring stats  
**Attachment:** [image001.jpg](#)

---

Thanks [REDACTED] – I was at the AGM, so couldn't put in the call.

AGM was fairly innocuous.

Cheers

Casey

**From:** [REDACTED] [REDACTED] [mailto:Analyst@tcil.co.nz]  
**Sent:** Friday, 31 October 2014 1:51 p.m.  
**To:** Casey Hurren; Nick Thompson  
**Cc:** [REDACTED] [REDACTED]@t60.co.nz  
**Subject:** Southern Response - weekly monitoring stats

Hi Casey,

See attached weekly monitoring stats for the last week.

Appreciate you're fairly busy with the AGM today, so not sure if you're catching up with Nick or not?

Hope it goes well.

Regards, [REDACTED]

[REDACTED] [REDACTED]  
**Intelligence Analyst**

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

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[REDACTED]  
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52. RE: Southern Response - weekly monitoring stats

**From:** [REDACTED] [REDACTED] <Analyst@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Oct 31, 2014 15:27:14  
**Subject:** RE: Southern Response - weekly monitoring stats  
**Attachment:** [image001.jpg](#)

---

That's good news!

No troublemakers turn up?

**From:** Casey Hurren [mailto:Casey.Hurren@southernresponse.co.nz]  
**Sent:** Friday, 31 October 2014 3:25 p.m.  
**To:** [REDACTED] [REDACTED] Nick Thompson  
**Cc:** [REDACTED] [REDACTED]@t60.co.nz  
**Subject:** RE: Southern Response - weekly monitoring stats

Thanks [REDACTED] – I was at the AGM, so couldn't put in the call.

AGM was fairly innocuous.

Cheers

Casey

**From:** [REDACTED] [REDACTED] [mailto:Analyst@tcil.co.nz]  
**Sent:** Friday, 31 October 2014 1:51 p.m.  
**To:** Casey Hurren; Nick Thompson  
**Cc:** [REDACTED] [REDACTED]@t60.co.nz  
**Subject:** Southern Response - weekly monitoring stats

Hi Casey,



See attached weekly monitoring stats for the last week.

Appreciate you're fairly busy with the AGM today, so not sure if you're catching up with Nick or not?

Hope it goes well.

Regards, [REDACTED]

[REDACTED] [REDACTED]

**Intelligence Analyst**

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

[REDACTED]  
[REDACTED]

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53. RE: Southern Response - weekly monitoring stats

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Oct 31, 2014 15:30:30  
**Subject:** RE: Southern Response - weekly monitoring stats  
**Attachment:** [image001.jpg](#)

---

That's good news!

No troublemakers turn up?

**From:** Casey Hurren [mailto:Casey.Hurren@southernresponse.co.nz]  
**Sent:** Friday, 31 October 2014 3:25 p.m.  
**To:** [REDACTED] [REDACTED] Nick Thompson  
**Cc:** [REDACTED] [REDACTED]@t60.co.nz  
**Subject:** RE: Southern Response - weekly monitoring stats

Thanks [REDACTED] – I was at the AGM, so couldn't put in the call.

AGM was fairly innocuous.

Cheers

Casey

**From:** [REDACTED] [REDACTED] [mailto:[REDACTED]@tcil.co.nz]  
**Sent:** Friday, 31 October 2014 1:51 p.m.  
**To:** Casey Hurren; Nick Thompson  
**Cc:** [REDACTED] [REDACTED]@t60.co.nz  
**Subject:** Southern Response - weekly monitoring stats

Hi Casey,

See attached weekly monitoring stats for the last week.

Appreciate you're fairly busy with the AGM today, so not sure if you're catching up with Nick or not?

Hope it goes well.

Regards, [REDACTED]

[REDACTED] [REDACTED]  
**Intelligence Analyst**

/ MOBILE

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54. RE: Southern Response - weekly monitoring stats

**From:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**To:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Oct 31, 2014 15:31:52  
**Subject:** RE: Southern Response - weekly monitoring stats  
**Attachment:** [image001.jpg](#)

---

One vocal set of customers and a handful of others. It was fine though.

**From:** [REDACTED] [REDACTED] [mailto:[REDACTED]@tcil.co.nz]  
**Sent:** Friday, 31 October 2014 3:27 p.m.  
**To:** Casey Hurren; Nick Thompson  
**Cc:** [REDACTED] [REDACTED]@t60.co.nz; Gavin Clark  
**Subject:** RE: Southern Response - weekly monitoring stats

That's good news!

No troublemakers turn up?

**From:** Casey Hurren [mailto:Casey.Hurren@southernresponse.co.nz]  
**Sent:** Friday, 31 October 2014 3:25 p.m.  
**To:** [REDACTED] [REDACTED] Nick Thompson  
**Cc:** [REDACTED] [REDACTED]@t60.co.nz  
**Subject:** RE: Southern Response - weekly monitoring stats

Thanks [REDACTED] – I was at the AGM, so couldn't put in the call.

AGM was fairly innocuous.

Cheers

Casey

**From:** [REDACTED] [mailto:[REDACTED]@tcil.co.nz]  
**Sent:** Friday, 31 October 2014 1:51 p.m.  
**To:** Casey Hurren; Nick Thompson  
**Cc:** [REDACTED] t60.co.nz  
**Subject:** Southern Response - weekly monitoring stats

Hi Casey,

See attached weekly monitoring stats for the last week.

Appreciate you're fairly busy with the AGM today, so not sure if you're catching up with Nick or not?

Hope it goes well.

Regards, [REDACTED]

[REDACTED]  
[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
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/ WEBSITE

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55. Invoice INV-14092 from Thompson and Clark Investigations Ltd for Southern Response

**From:** [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Nov 06, 2014 15:07:37  
**Subject:** Invoice INV-14092 from Thompson and Clark Investigations Ltd for Southern Response  
**Attachment:** [image001.gif](#)  
[Invoice INV-14092.pdf](#)

---

Good afternoon Casey

Attached please find invoice no 14092 for services during October.

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

Kind regards

[REDACTED]

**Office Manager**

/ MOBILE  
/ POSTAL  
/ WEBSITE

[REDACTED]

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56. Weekly Monitoring Report 31 Oct - 6 Nov 2014

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Nov 07, 2014 10:55:20  
**Subject:** Weekly Monitoring Report 31 Oct - 6 Nov 2014  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 31 Oct - 6 Nov 2014.pdf](#)

---

Good morning Casey,

Please find attached the weekly Southern Response monitoring stats for 31 Oct – 6 Nov 2014.

Nick is away this week, but please feel free to contact myself or Gavin to clarify anything.

Nick will be in touch next week.

Regards, [REDACTED]

[REDACTED]  
[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

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[REDACTED]  
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57. Weekly Monitoring Report 31 Oct - 6 Nov 2014

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Nov 07, 2014 10:57:00  
**Subject:** Weekly Monitoring Report 31 Oct - 6 Nov 2014  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 31 Oct - 6 Nov 2014.pdf](#)

---

Good morning Casey,

Please find attached the weekly Southern Response monitoring stats for 31 Oct – 6 Nov 2014.

Nick is away this week, but please feel free to contact myself or Gavin to clarify anything.

Nick will be in touch next week.

Regards, [REDACTED]

[REDACTED]  
[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

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58. Weekly monitoring report 7-13 November 2014

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>, Gavin Clark  
<Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz  
<[REDACTED]@t60.co.nz>  
**Sent Date:** Nov 14, 2014 12:28:02  
**Subject:** Weekly monitoring report 7-13 November 2014  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 7-13 Nov 2014.pdf](#)

---

Good Afternoon Casey,

Please see attached weekly monitoring stats for the past 7 days.

A fairly quiet week, though I notice that CP is becoming more vocal again.

I understand you'll be speaking with Nick this afternoon.

Regards, [REDACTED]

[REDACTED]  
[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
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59. Re: Weekly monitoring report 7-13 November 2014

**From:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**To:**  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Nov 14, 2014 14:32:07  
**Subject:** Re: Weekly monitoring report 7-13 November 2014  
**Attachment:** [image001.jpg](#)

---

Hi Nick,

Just tried to text, it's Canterbury anniversary today and I am at home today.

Let's speak next week.

Cheers

Casey

Sent from my iPhone

On 14/11/2014, at 12:28 pm, [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz> wrote:

Good Afternoon Casey,

Please see attached weekly monitoring stats for the past 7 days.

A fairly quiet week, though I notice that [REDACTED] is becoming more vocal again.

I understand you'll be speaking with Nick this afternoon.

Regards, [REDACTED]

[REDACTED] [REDACTED]

**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
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<Southern Response Weekly Reporting 7-13 Nov 2014.pdf>

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60. Re: Weekly monitoring report 7-13 November 2014

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Nov 14, 2014 14:39:59  
**Subject:** Re: Weekly monitoring report 7-13 November 2014  
**Attachment:**

---

Yep all good

Sent from my [REDACTED]

---- Casey Hurren wrote ----

Hi Nick,

Just tried to text, it's Canterbury anniversary today and I am at home today.

Let's speak next week.

Cheers

Casey

Sent from my iPhone

On 14/11/2014, at 12:28 pm, [REDACTED] <[REDACTED]@tcil.co.nz> wrote:

Good Afternoon Casey,

Please see attached weekly monitoring stats for the past 7 days.

A fairly quiet week, though I notice that [REDACTED] is becoming more vocal again.

I understand you'll be speaking with Nick this afternoon.

Regards, [REDACTED]



61. Southern Response weekly monitoring 14-20 Nov 2014

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Nov 21, 2014 11:30:19  
**Subject:** Southern Response weekly monitoring 14-20 Nov 2014  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 14-20 Nov 2014.pdf](#)

---

Good morning Casey,

Please see attached the weekly monitoring report for 14-20 November.

A very quiet week.

Regards, [REDACTED]

[REDACTED] [REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
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/ WEBSITE

[REDACTED]  
[REDACTED]  
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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

62. \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd - Remittance Advice  
Attached

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** [REDACTED]@tcil.co.nz' <[REDACTED]@tcil.co.nz>  
**Sent Date:** Nov 21, 2014 17:18:08  
**Subject:** \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd -  
Remittance Advice Attached  
**Attachment:**

---

We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000059721

Payment Date: 21/11/2014

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
Number	Description					
0000000000006715	INV-14066	30/10/2014	[REDACTED]	[REDACTED]	[REDACTED]	Risk Mngt. Pa
	Risk Mngt. Package-Oct2014					

Total Amount: [REDACTED]

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SOUTHERN RESPONSE ACTIVELY RELEASED BY SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD



63. Weekly Monitoring Stats 21-27 Nov 2014

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Nov 28, 2014 13:52:50  
**Subject:** Weekly Monitoring Stats 21-27 Nov 2014  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 21-27 Nov 2014.pdf](#)

---

Good Afternoon Casey,

Please find attached the weekly monitoring stats for 21-27 November 2014.

Unfortunately Nick is otherwise engaged today but will catch up with you next week.

Have a good weekend.

Regards, [REDACTED]

[REDACTED] [REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
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64. Invoice INV-14137 from Thompson and Clark Investigations Ltd for Southern Response

**From:** [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>, linda.falwasser@arrowinternational.co.nz <linda.falwasser@arrowinternational.co.nz>  
**Cc:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Dec 04, 2014 16:26:28  
**Subject:** Invoice INV-14137 from Thompson and Clark Investigations Ltd for Southern Response  
**Attachment:** [image001.gif](#)  
[Invoice INV-14137.pdf](#)

---

Hi Casey and Linda

Attached please find our invoice for work done during November.

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

Kind regards

[REDACTED]

**Office Manager**

/ MOBILE  
/ POSTAL  
/ WEBSITE

[REDACTED]

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65. Weekly monitoring stats 28 Nov-4 Dec 2014

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Dec 05, 2014 10:26:59  
**Subject:** Weekly monitoring stats 28 Nov-4 Dec 2014  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 28 Nov - 4 Dec 2014.pdf](#)

---

Good Morning Casey,

Please find attached this week's monitoring stats – a very quiet week.

Nick is out on the road today, but may be in a position to catch up with you later.

Have a good weekend.

Regards, [REDACTED]

[REDACTED] [REDACTED]

**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

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[REDACTED]  
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66. SR weekly monitoring report 5-11 December 2014

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Dec 12, 2014 10:35:22  
**Subject:** SR weekly monitoring report 5-11 December 2014  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 5-11 Dec 2014.pdf](#)

---

Good morning Casey,

Please see attached weekly monitoring stats for 5-11 December 2014.

Main news of the week has obviously been the High Court decision.

Regards, [REDACTED]

[REDACTED] [REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
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67. RE: SR weekly monitoring report 5-11 December 2014

**From:** Casey Hurren  
**To:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Dec 12, 2014 10:38:20  
**Subject:** RE: SR weekly monitoring report 5-11 December 2014  
**Attachment:** [image002.jpg](#)  
[image003.jpg](#)

---

Thanks [REDACTED]

Nick – I have another meeting from 2 pm to 3 pm, so I won't be able to speak this week.

Regards

**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](http://www.southernresponse.co.nz)**

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**From:** [REDACTED] [REDACTED] [mailto:[REDACTED]@tcil.co.nz]  
**Sent:** Friday, 12 December 2014 10:35 a.m.

To: Casey Hurren

Cc: Nick Thompson; [REDACTED] [REDACTED]t60.co.nz

Subject: SR weekly monitoring report 5-11 December 2014

Good morning Casey,

Please see attached weekly monitoring stats for 5-11 December 2014.

Main news of the week has obviously been the High Court decision.

Regards, [REDACTED]

[REDACTED] [REDACTED]  
**Intelligence Analyst**

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68. RE: SR weekly monitoring report 5-11 December 2014

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Dec 12, 2014 12:00:32  
**Subject:** RE: SR weekly monitoring report 5-11 December 2014  
**Attachment:** [image002.jpg](#)  
[image003.jpg](#)

---

Ok mate

Sent from my [REDACTED]

---- Casey Hurren wrote ----

Thanks [REDACTED]

Nick – I have another meeting from 2 pm to 3 pm, so I won't be able to speak this week.

Regards

**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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Visit [www.southernresponse.co.nz](http://www.southernresponse.co.nz)**

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**From:** [REDACTED] [mailto:[REDACTED]@tcil.co.nz]  
**Sent:** Friday, 12 December 2014 10:35 a.m.  
**To:** Casey Hurren  
**Cc:** Nick Thompson; [REDACTED]@t60.co.nz  
**Subject:** SR weekly monitoring report 5-11 December 2014

Good morning Casey,

Please see attached weekly monitoring stats for 5-11 December 2014.

Main news of the week has obviously been the High Court decision.

Regards, [REDACTED]

[REDACTED]

**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE



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69. FW: Invoice INV-14092 from Thompson and Clark Investigations Ltd for Southern Response

**From:** [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Dec 17, 2014 15:27:28  
**Subject:** FW: Invoice INV-14092 from Thompson and Clark Investigations Ltd for Southern Response  
**Attachment:** [image001.gif](#)  
[Invoice INV-14092.pdf](#)

---

Hi Casey

We don't seem to have received payment for this invoice (dated 31 October 2014). Could you follow up and let me know when we are likely to receive it please.

Many thanks.

[REDACTED]  
**Office Manager**

/ MOBILE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
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**From:** [REDACTED]

**Sent:** Thursday, 6 November 2014 3:08 p.m.

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

**Cc:** Nick Thompson (nick.thompson@tcil.co.nz)

**Subject:** Invoice INV-14092 from Thompson and Clark Investigations Ltd for Southern Response

Good afternoon Casey

Attached please find invoice no 14092 for services during October.

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

Kind regards

[REDACTED]  
**Office Manager**

/ MOBILE

/ POSTAL

/ WEBSITE

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70. RE: Invoice INV-14092 from Thompson and Clark Investigations Ltd for Southern Response

**From:** Casey Hurren  
**To:** [REDACTED] <[REDACTED]@tcil.co.nz>  
**Sent Date:** Dec 19, 2014 09:26:16  
**Subject:** RE: Invoice INV-14092 from Thompson and Clark Investigations Ltd for Southern Response  
**Attachment:** [image002.jpg](#)  
[image003.gif](#)

---

Hi [REDACTED]

We expect payment to go out tonight.

Apologies for the delay.

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

**Sent:** Wednesday, 17 December 2014 3:27 p.m.

**To:** Casey Hurren

**Subject:** FW: Invoice INV-14092 from Thompson and Clark Investigations Ltd for Southern Response

Hi Casey

We don't seem to have received payment for this invoice (dated 31 October 2014). Could you follow up and let me know when we are likely to receive it please.

Many thanks.

[REDACTED]  
**Office Manager**

/ MOBILE

/ POSTAL

/ WEBSITE

[REDACTED]  
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**From:** [REDACTED]

**Sent:** Thursday, 6 November 2014 3:08 p.m.

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

**Cc:** Nick Thompson (nick.thompson@tcil.co.nz)

**Subject:** Invoice INV-14092 from Thompson and Clark Investigations Ltd for Southern Response

Good afternoon Casey

Attached please find invoice no 14092 for services during October.

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

Kind regards

  
**Office Manager**

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71. Southern Response Weekly Reporting 12-18 Dec 2014

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Dec 19, 2014 11:20:04  
**Subject:** Southern Response Weekly Reporting 12-18 Dec 2014  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Reporting 12-18 Dec 2014.pdf](#)

---

Good morning Casey,

Please find attached last week's monitoring stats – another quiet week.

Nick is available this afternoon if you are keen for a catch up.

Cheers, [REDACTED]

[REDACTED] [REDACTED]  
**Intelligence Analyst**

/ MOBILE  
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72. RE: Southern Response Weekly Reporting 12-18 Dec 2014

**From:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**To:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**Cc:** Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Dec 19, 2014 14:16:09  
**Subject:** RE: Southern Response Weekly Reporting 12-18 Dec 2014  
**Attachment:** [image002.jpg](#)  
[image003.jpg](#)

---

Another quiet week, I don't think we need to speak today Nick.

Hope you have a good Xmas and New Year.

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:** [REDACTED] [mailto:[REDACTED]@tcil.co.nz]  
**Sent:** Friday, 19 December 2014 11:20 a.m.  
**To:** Casey Hurren  
**Cc:** Nick Thompson; [REDACTED] [REDACTED]@t60.co.nz  
**Subject:** Southern Response Weekly Reporting 12-18 Dec 2014

Good morning Casey,

Please find attached last week's monitoring stats – another quiet week.

Nick is available this afternoon if you are keen for a catch up.

Cheers, [REDACTED]

[REDACTED]  
[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
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73. RE: Southern Response Weekly Reporting 12-18 Dec 2014

**From:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Dec 19, 2014 14:31:31  
**Subject:** RE: Southern Response Weekly Reporting 12-18 Dec 2014  
**Attachment:** [image001.jpg](#)  
[image002.jpg](#)

---

You too!

Have a great Christmas Casey.

**From:** Casey Hurren [mailto:Casey.Hurren@southernresponse.co.nz]  
**Sent:** Friday, 19 December 2014 2:16 p.m.  
**To:** [REDACTED] [REDACTED]  
**Cc:** Nick Thompson; [REDACTED] [REDACTED]@t60.co.nz  
**Subject:** RE: Southern Response Weekly Reporting 12-18 Dec 2014

Another quiet week, I don't think we need to speak today Nick.

Hope you have a good Xmas and New Year.

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

**Did you know information and answers to common questions are available on our website?  
Visit [www.southernresponse.co.nz](http://www.southernresponse.co.nz)**

*Southern Response Earthquake Services Ltd 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:** [REDACTED] [mailto:[REDACTED]@tcil.co.nz]  
**Sent:** Friday, 19 December 2014 11:20 a.m.  
**To:** Casey Hurren  
**Cc:** Nick Thompson; [REDACTED]@t60.co.nz  
**Subject:** Southern Response Weekly Reporting 12-18 Dec 2014

Good morning Casey,

Please find attached last week's monitoring stats – another quiet week.

Nick is available this afternoon if you are keen for a catch up.

Cheers, [REDACTED]

  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

  
  
PO Box 301775, Albany, NSMC 0752, New Zealand

[www.tcil.co.nz](http://www.tcil.co.nz)

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74. RE: Southern Response Weekly Reporting 12-18 Dec 2014

**From:** Nick Thompson <Nick.Thompson@tcil.co.nz>  
**To:** [REDACTED] [REDACTED] <[REDACTED]@tcil.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Sent Date:** Dec 19, 2014 14:33:31  
**Subject:** RE: Southern Response Weekly Reporting 12-18 Dec 2014  
**Attachment:** [image002.jpg](#)  
[image003.jpg](#)

---

Same to you Casey - having sometime off

N

Sent from my [REDACTED]

---- Casey Hurren wrote ----

Another quiet week, I don't think we need to speak today Nick.

Hope you have a good Xmas and New Year.

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:** [REDACTED] [mailto:[REDACTED]@tcil.co.nz]  
**Sent:** Friday, 19 December 2014 11:20 a.m.  
**To:** Casey Hurren  
**Cc:** Nick Thompson; [REDACTED]@t60.co.nz  
**Subject:** Southern Response Weekly Reporting 12-18 Dec 2014

Good morning Casey,

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Nick is available this afternoon if you are keen for a catch up.

Cheers, [REDACTED]

[REDACTED]

## Intelligence Analyst

/ MOBILE  
/ PHONE  
/ POSTAL  
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75. \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd - Remittance Advice  
Attached

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** [REDACTED]@tcil.co.nz' <[REDACTED]@tcil.co.nz>  
**Sent Date:** Dec 19, 2014 16:15:09  
**Subject:** \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd -  
Remittance Advice Attached  
**Attachment:**

---

We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000061586

Payment Date: 19/12/2014

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
Number	Description					
0000000000007185	INV-14092	31/10/2014		\$2,839.97	\$2,839.97	AGM related f
	AGM related fees					
0000000000007081	INV-14113	30/11/2014		[REDACTED]	[REDACTED]	Risk Mngt-Nov
	Risk Mngt-Nov 2014					
0000000000007082	INV-14137	30/11/2014		[REDACTED]	[REDACTED]	Threatening L
	Threatening Letter 03/11/14					
			Total Amount:	\$6,922.47		

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76. \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd - Remittance Advice  
Attached

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** [REDACTED]@tcil.co.nz' <[REDACTED]@tcil.co.nz>  
**Sent Date:** Dec 24, 2014 12:01:42  
**Subject:** \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd -  
Remittance Advice Attached  
**Attachment:**

---

We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000061909

Payment Date: 24/12/2014

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
Number	Description					
0000000000007239	INV-14156	22/12/2014	[REDACTED]	[REDACTED]	[REDACTED]	Risk Mngt. Pa
	Risk Mngt. Package Dec2014					

Total Amount: [REDACTED]

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