

12 January 2015

[REDACTED]  
Avondale  
Christchurch

**BY EMAIL:** [REDACTED]

Dear [REDACTED]

**Abusive correspondence with staff**

Our claims handling staff at Southern Response work in an environment which at times can be difficult and stressful. Our senior leadership regularly monitors the wellbeing of staff and any instances where customer interaction becomes inappropriate.

We record telephone calls at Southern Response including some of the recent telephone conversations between yourself and some of our female claims handling staff. I have been extremely disappointed to hear the manner in which you have chosen to communicate with us and the aggression and hostility that you have consistently demonstrated. This has included:

- Swearing and personally abusing staff including calling a staff member a "f\*\*\*ing bitch" [word used edited]
- Bullying and shouting over the top of staff members

This behaviour is unacceptable and will not be tolerated.

The access you have via telephone with claims-handling staff to discuss your claim is a privilege which will be withdrawn should I be made aware of any further aggressive behaviour from you in any forum whatsoever. In these circumstances, all communication will be required in writing.

Southern Response personnel have been instructed they are not to meet with you for their own safety. We have also communicated our concern with your aggressive behaviour to Arrow International and all the consultants we have engaged to advance your claim. To give context, this is one of a very small number of such censures I have needed to give in relation to our approximately 50,000 claims.

Our claims settlement staff are committed to settling your claim and we would ask that all future correspondence with Southern Response be professional and focused on this goal.

Yours faithfully

Peter Rose  
Chief Executive  
Southern Response Earthquake Services Ltd