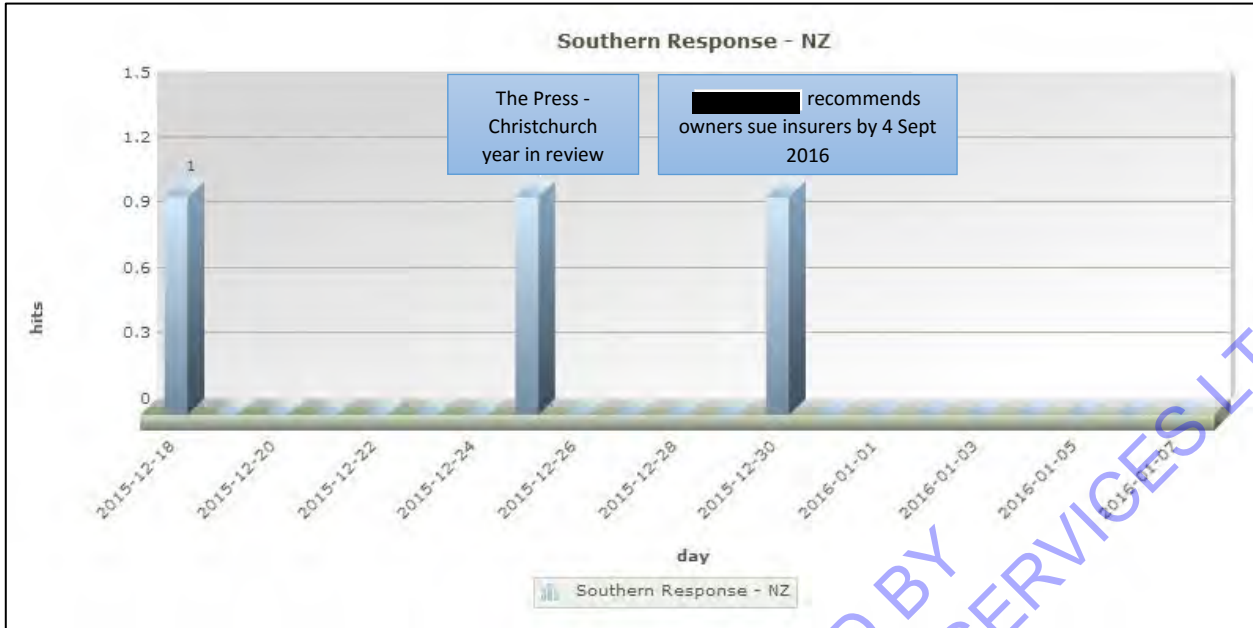


Southern Response Weekly Monitoring Report

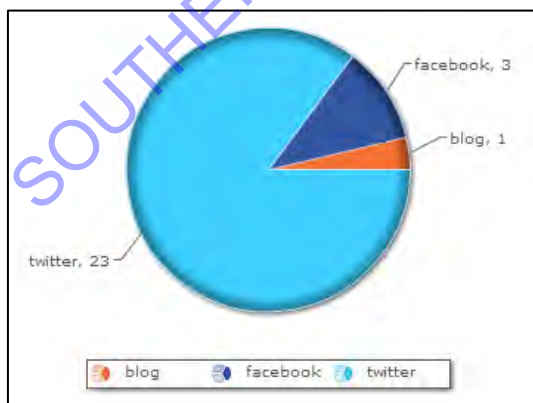
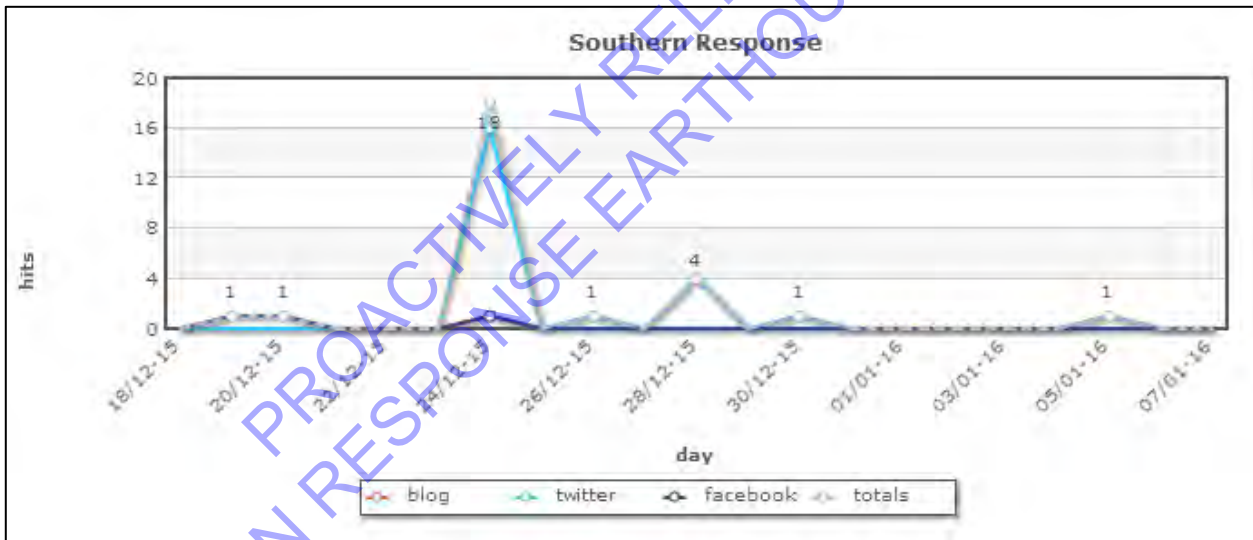
Friday 18 December – Thursday 7 January 2015

News Media:



- <http://www.█.co.nz/insurance-council-earthquake-claim-limitation/>
- <http://www.stuff.co.nz/the-press/business/the-rebuild/75359245/the-year-in-review-the-rebuild-city-council-and-property-in-canterbury>

Social Media:



- Due to the Xmas & New Year break, graphs cover a 3 week period
- News media has been very quiet over the holiday period with █ recommendation (as above) being the only item of significance
- The only relevant social media activity were reposts of █ video re Court Costs and Early Settlement
- No references to direct action or protest

Southern Response Weekly Monitoring Report

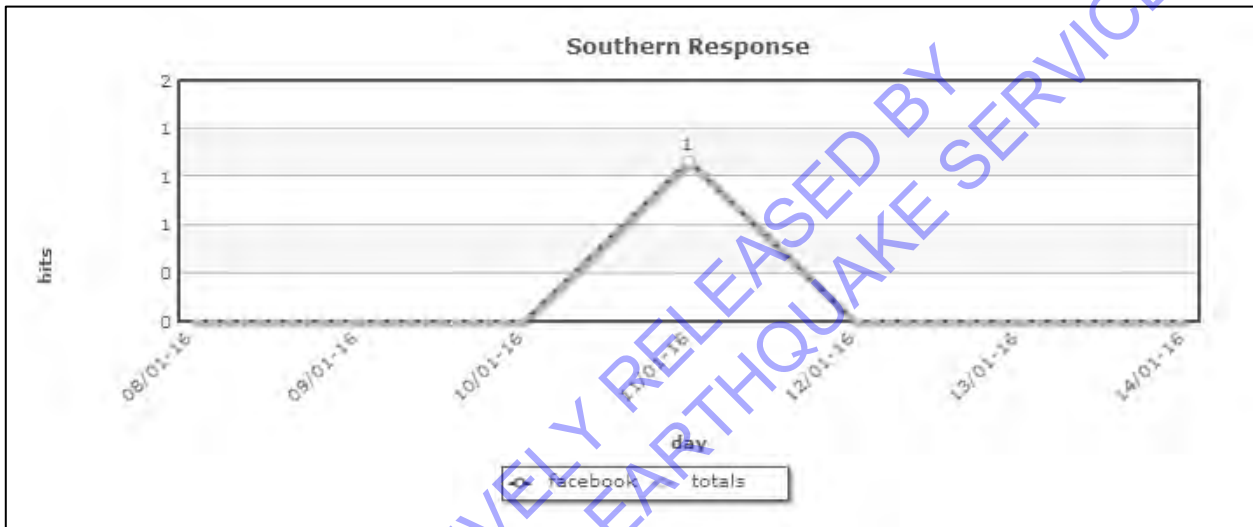
Friday 8 – Thursday 14 January 2016

News Media:



There have been no relevant mentions of Southern Response in this week's mainstream news.

Social Media:

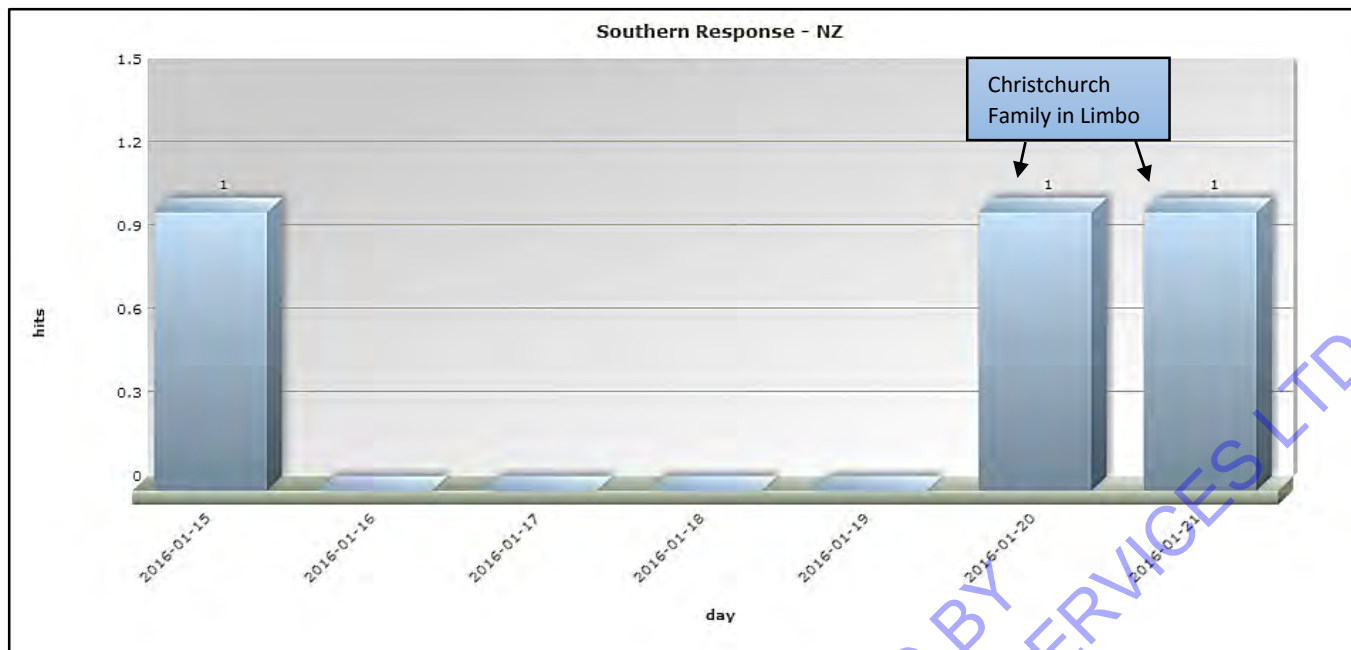


- A very quiet week of both news and social media.
- The only relevant social media activity was Southern No Responses post of [REDACTED] opinion on Limitation.
- No references to direct action or protest

Southern Response Weekly Reporting

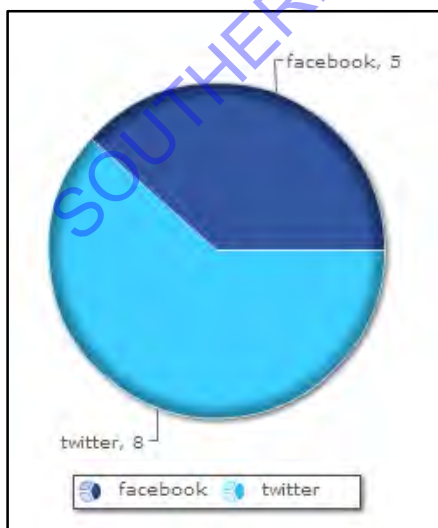
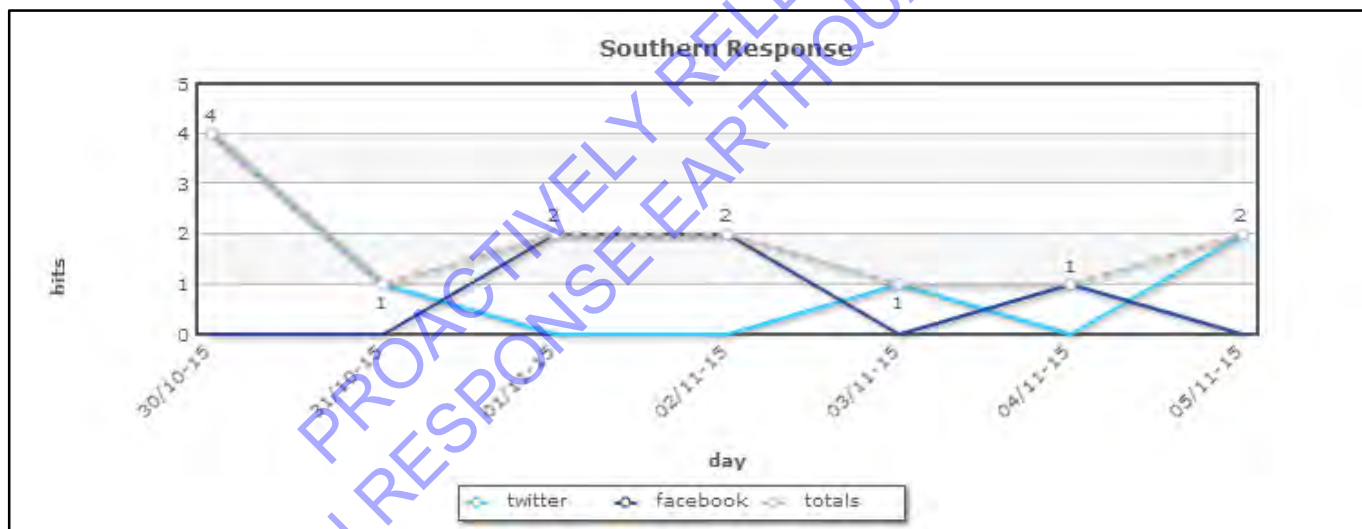
Friday 15 - Thursday 21 January 2016

News Media:



- <http://www.rebuildchristchurch.co.nz/blog/2016/1/southern-response-lets-get-things-moving>
- <http://www.radionz.co.nz/news/national/294561/christchurch-family-in-housing-limbo>

Social Media:

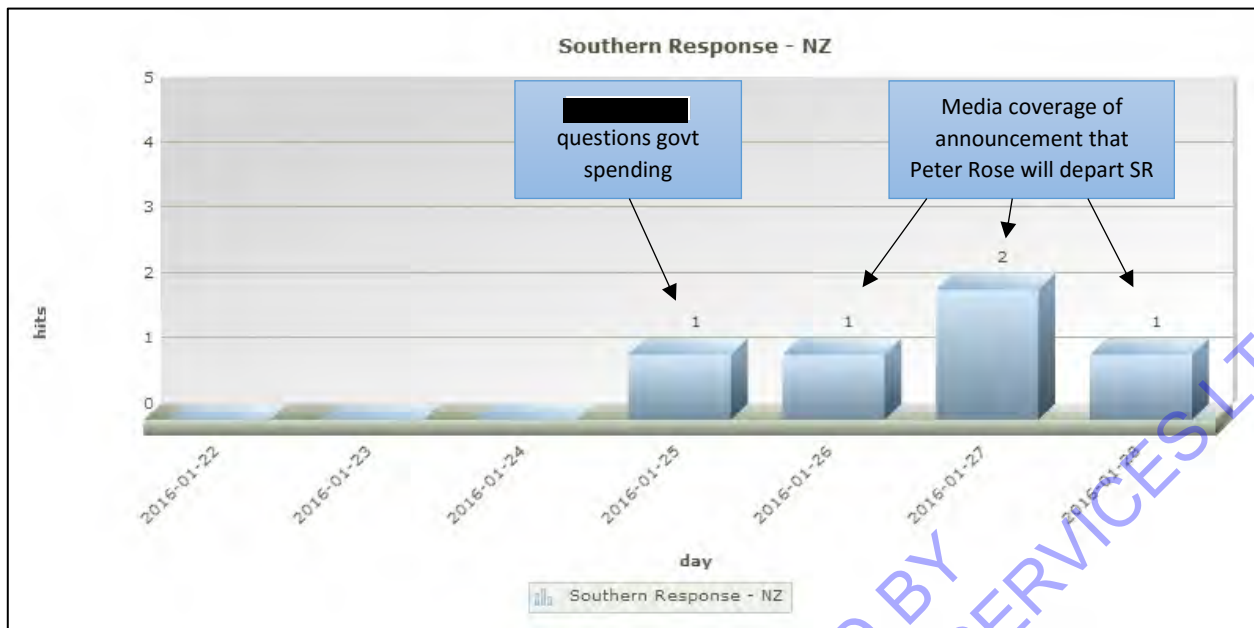


- A quiet news week – main story related to Christchurch couple [REDACTED] who are clients of Southern Response and who say they have been waiting five years to have their house repaired because the house is on a heavily compromised site, in a flood management area, on TC3 land.
- Social media coverage was limited to Facebook and Twitter and was around reference to [REDACTED] having a new role, and a request for advice on how to respond when the Deed of Assignment is received.
- No references to direct action or protest.

Southern Response Weekly Monitoring Report

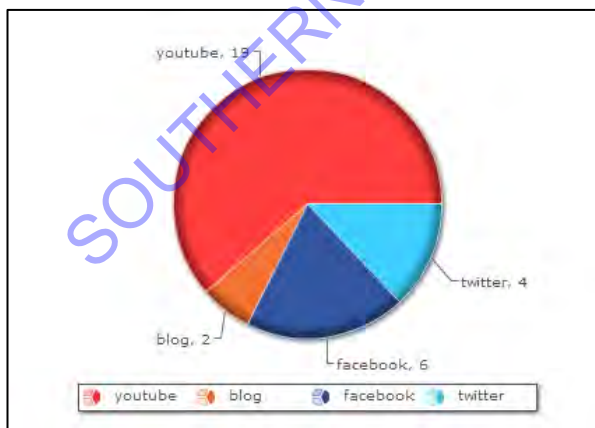
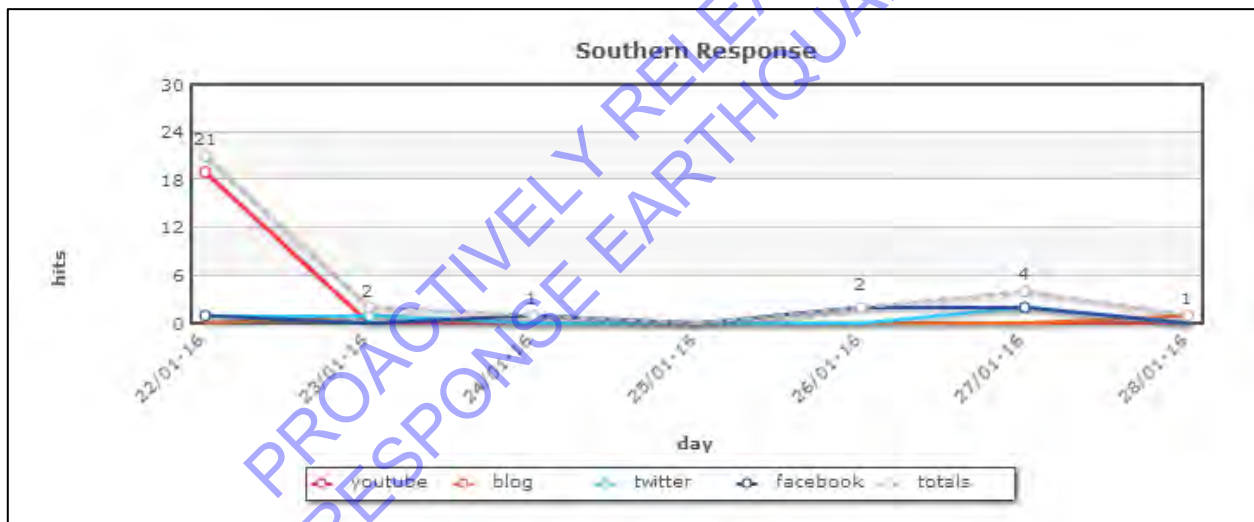
Friday 22 – Thursday 28 January 2016

News Media:



- <http://www.interest.co.nz/opinion/79669-questions-why-governments-increased-its-pot-petty-cash-10-fold-last-7>
- <http://www.stuff.co.nz/the-press/business/the-rebuild/76315554/Southern-Response-chief-executive-Peter-Rose-stepping-down>

Social Media:

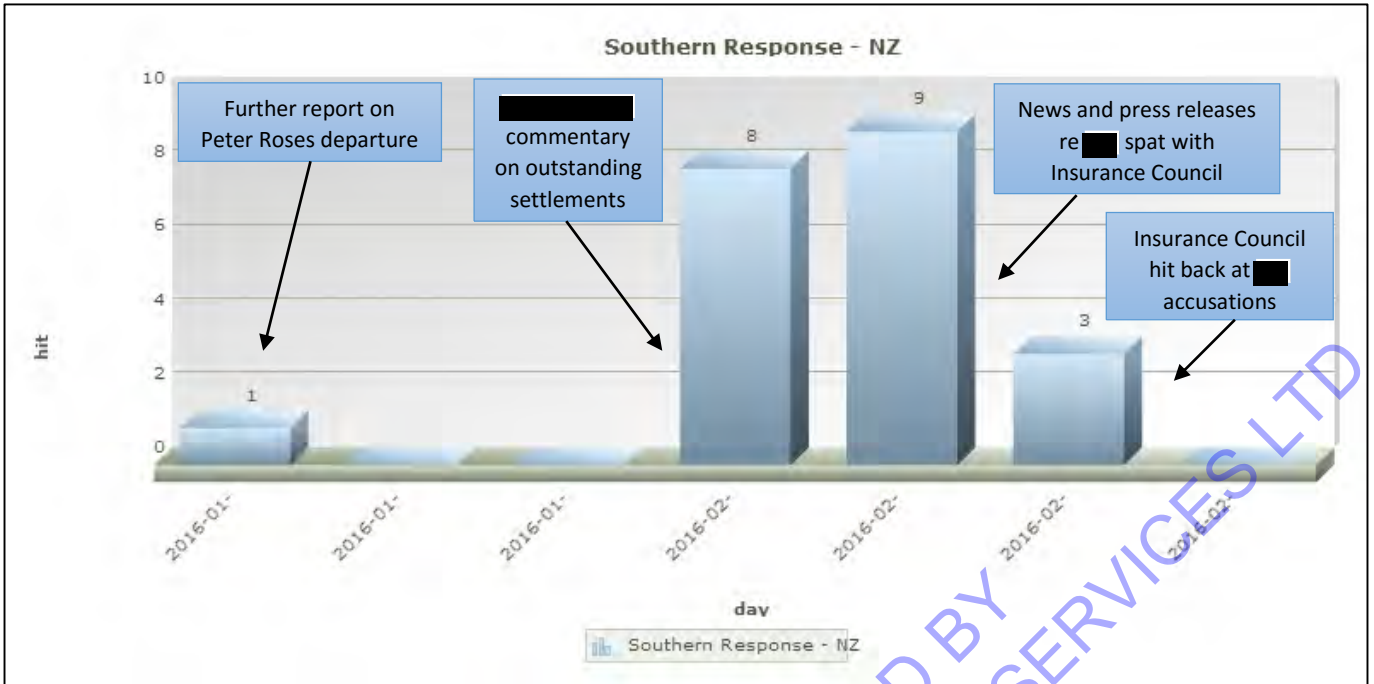


- News media this week was focussed around the announcement that Peter Rose will depart Southern Response later this year. There was also an article by [REDACTED] in relation to government spending.
- Social media mentions were increased this week by Southern Response posting numerous rebuild stories on YouTube.
- Facebook and Twitter consisted of reposts/re-tweets of above news stories as well as a request from 'Southern No Response' for footage of the 2013 protests and particularly comments made by Peter Rose. They also suggested that the outgoing CEO may have been 'pushed'.
- No references to direct action or protest

Southern Response Weekly Monitoring Report

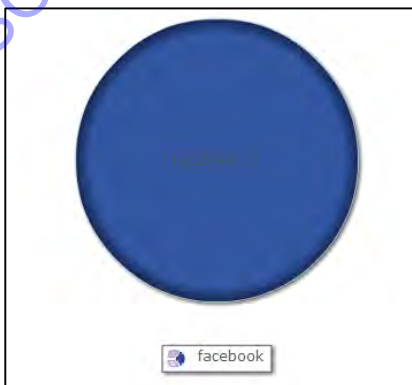
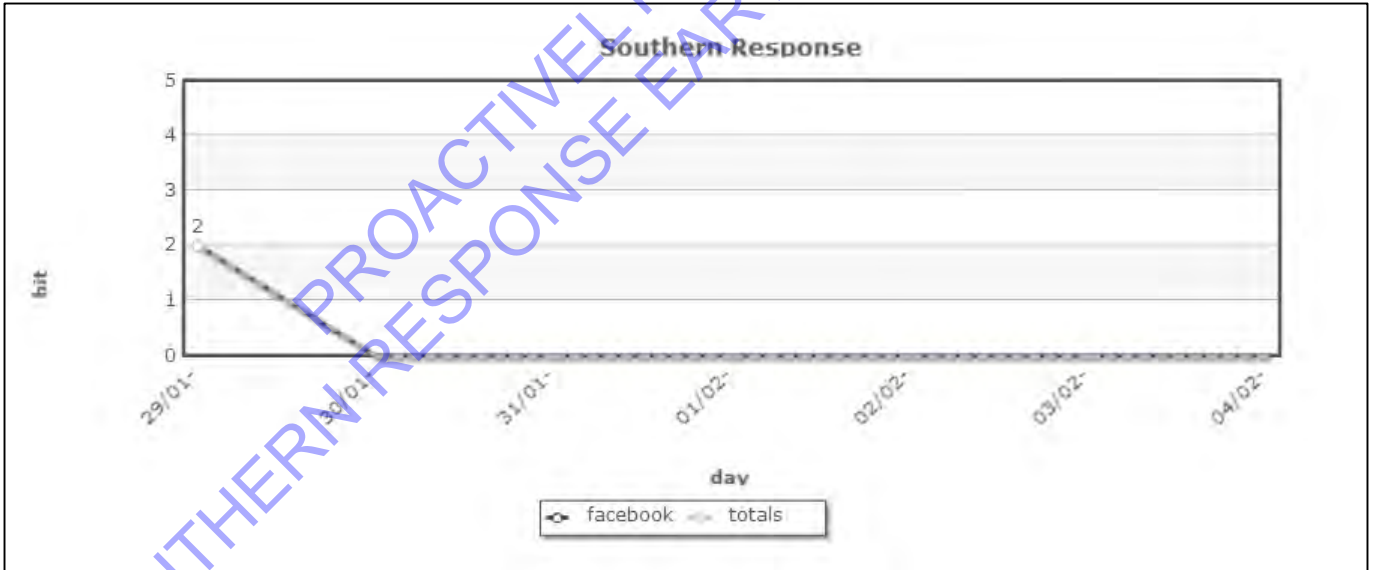
Friday 29 January – Thursday 4 February 2016

News Media:



- <http://www.insurancebusinessonline.co.nz/news/weekly-wrap-govt-insurer-boss-to-leave-211142.aspx>
- <http://www.stuff.co.nz/business/76453260/4600-stuck-homeowners-need-more-help-settling-quake-claims-mayor-says>
- <http://www.scoop.co.nz/stories/AK1602/S00047/mr-grafton-is-wrong-he-is-being-disingenuous.htm>
- [http://www.scoop.co.nz/stories/AK1602/S00032/\[redacted\] release on canterbury progress.htm](http://www.scoop.co.nz/stories/AK1602/S00032/[redacted] release on canterbury progress.htm)
- <http://www.scoop.co.nz/stories/AK1602/S00026/private-insurance-settlement-figures-demand-greater-scrutiny.htm>
- <http://www.scoop.co.nz/stories/AK1602/S00019/private-insurers-attempt-to-overstate-progress.htm>
- <http://www.insurancebusinessonline.co.nz/news/insurers-hit-back-at-critics-take-on-canterbury-stats-211287.aspx>

Social Media:

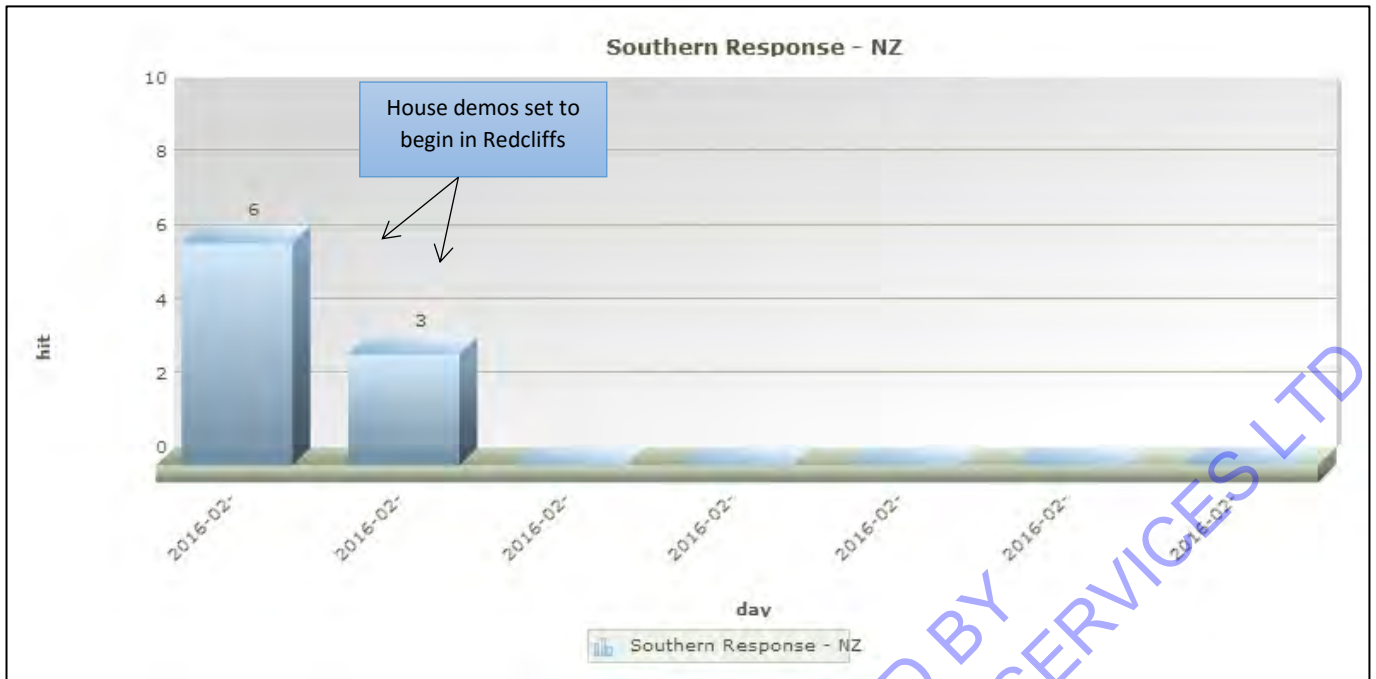


- A much busier week of news this week mainly around the mayor’s comments on outstanding settlements and the publicised spat between [redacted] and the Insurance Council.
- Examples of relevant media are linked above.
- Social media activity includes notice of a **protest in Cathedral Square on 21 February 2016 organised by Southern No Response.**

Southern Response Weekly Monitoring Report

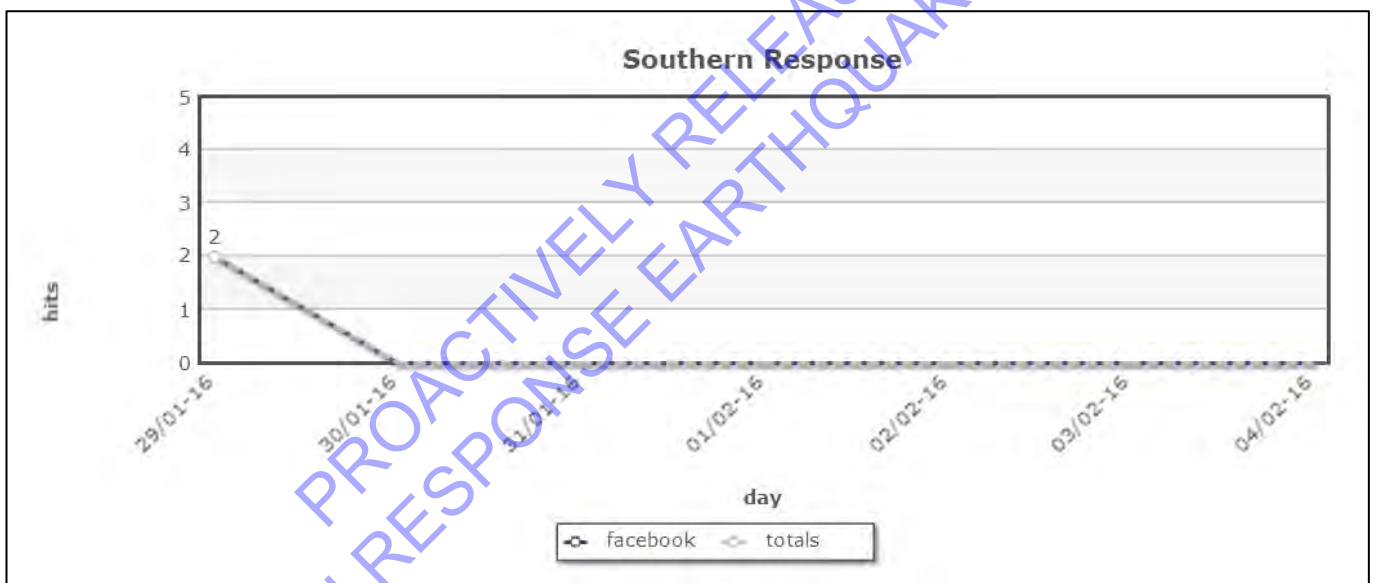
Friday 5 - Thursday 11 February 2016

News Media:



- <http://www.stuff.co.nz/national/education/76636989/house-demos-roadblock-removed-for-christchurchs-redcliffs-school.html>

Social Media:

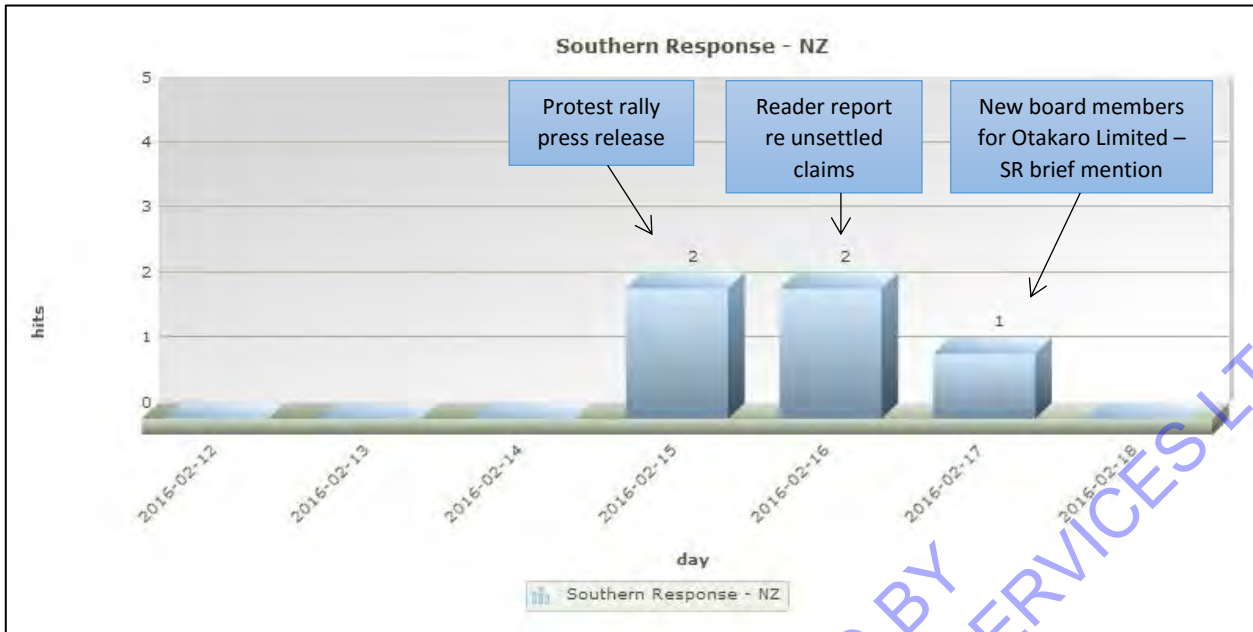


- A quieter week of news this week, limited to reports in relation to the planned demolition of houses in Redcliffs.
- Social media activity was limited to an SNR post of an article from the Chch Star in relation to a complaint against an engineer by [REDACTED]
<https://issuu.com/the.star/docs/116036cs/3?e=1>
- No further information re the planned protest on 21 February.

Southern Response Weekly Monitoring Report

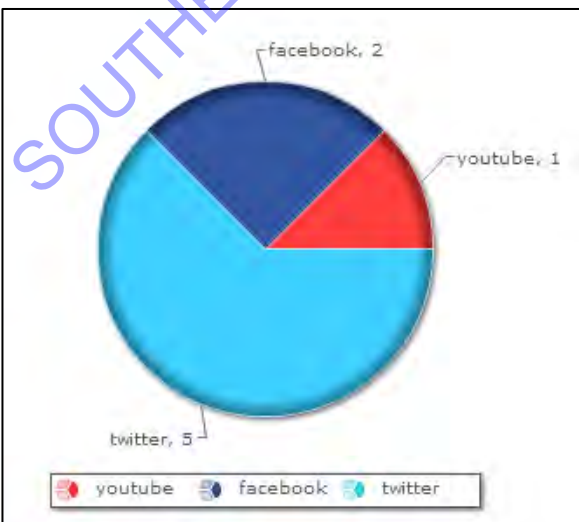
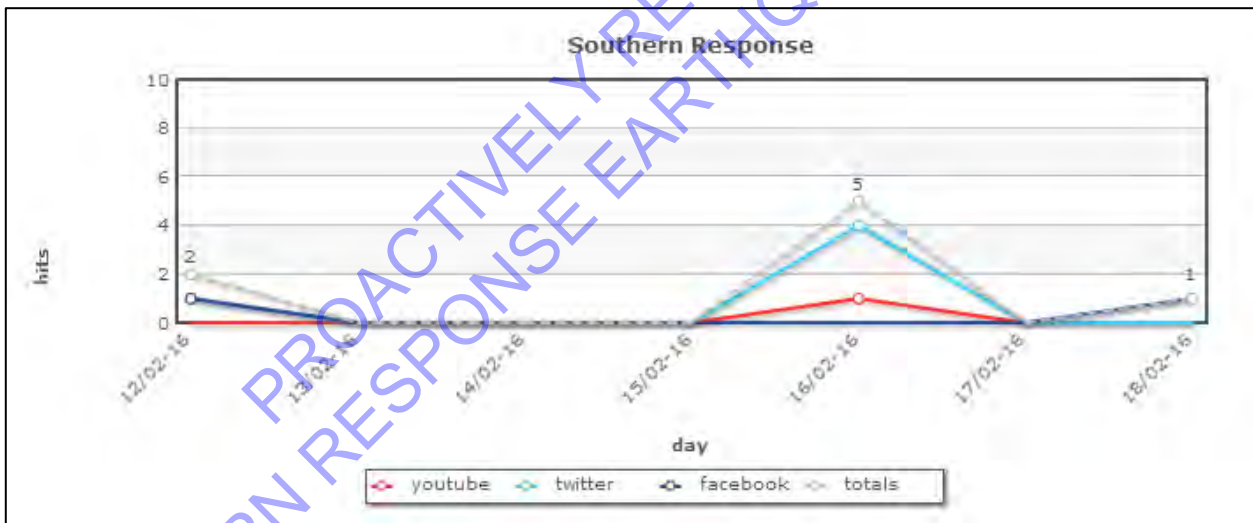
Friday 12 - Thursday 18 February 2016

News Media:



- <http://www.scoop.co.nz/stories/AK1602/S00343/canterbury-earthquake-5th-anniversary-protest-rally.htm>
- <http://www.stuff.co.nz/stuff-nation/assignments/feb-22-how-are-you-feeling-five-years-on/13932382/Christchurch-quake-Still-waiting-for-repairs-5-years-on>
- <http://www.stuff.co.nz/the-press/business/the-rebuild/76975730/hundreds-expected-to-protest-over-christchurch-earthquake-insurance-delays>
- <http://www.stuff.co.nz/business/76988371/██████████-and-██████████-to-join-crown-company-board.html>

Social Media:

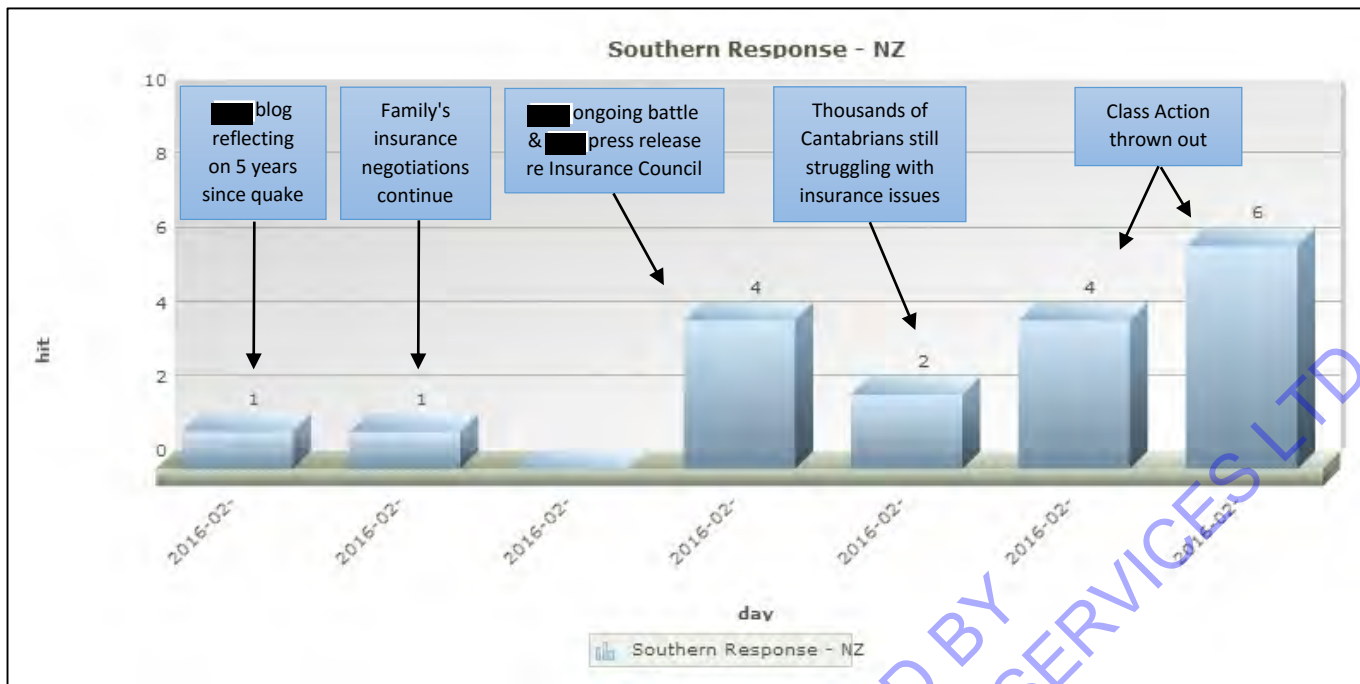


- This week's media has been ramping up towards this weekend's protest rally at Cathedral Square. Organisers are expecting 'hundreds' in attendance and are concerned about social unrest. <http://www.radionz.co.nz/audio/player/201789380>
- Social media activity was mainly focussed around the story of a separated couple unable to move on and sell their home due to ongoing negotiations with Southern Response.
- There are two Facebook event pages for the protest between them indicating a total attendance of approx. 100 at this stage.

Southern Response Weekly Monitoring Report

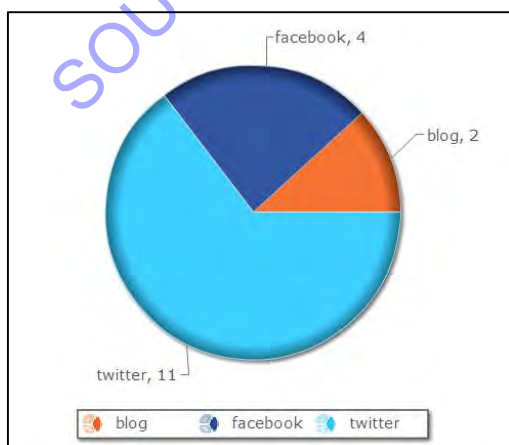
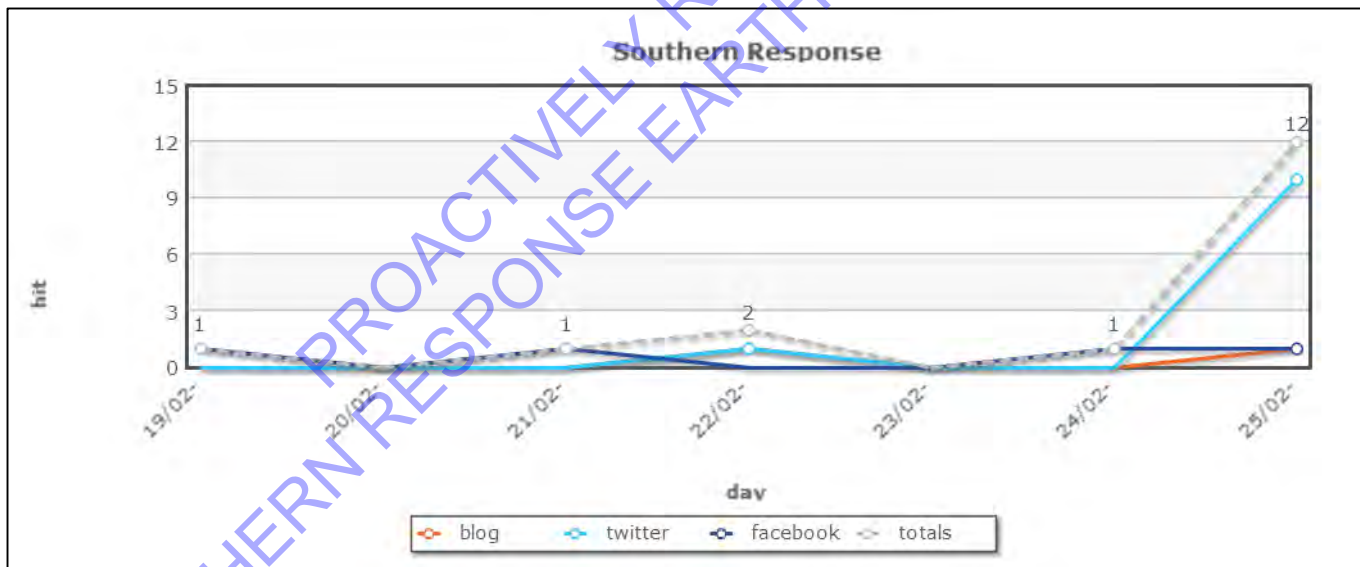
Friday 19 - Thursday 25 February 2016

News Media:



- <http://www.interest.co.nz/opinion/80204/██████████-take-whats-really-happening-christchurch-5-years-after-big-earthquake>
- http://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&objectid=11592667
- <http://www.stuff.co.nz/the-press/news/christchurch-earthquake-2011/77023349/earthquake-insurance-battle-continues-four-years-on>
- <http://www.scoop.co.nz/stories/PO1602/S00286/insurance-council-changes-wording-after-being-caught-out.htm>
- <https://nz.news.yahoo.com/top-stories/a/30889056/thousands-of-cantabrians-still-struggling-with-insurance-issues/>
- <http://www.scoop.co.nz/stories/BU1602/S00819/no-common-cause-for-action-against-southern-response.htm>
- <http://www.interest.co.nz/insurance/80293/cantabrian-property-owners-bid-take-fight-against-southern-response-court-falls?page=1>

Social Media:

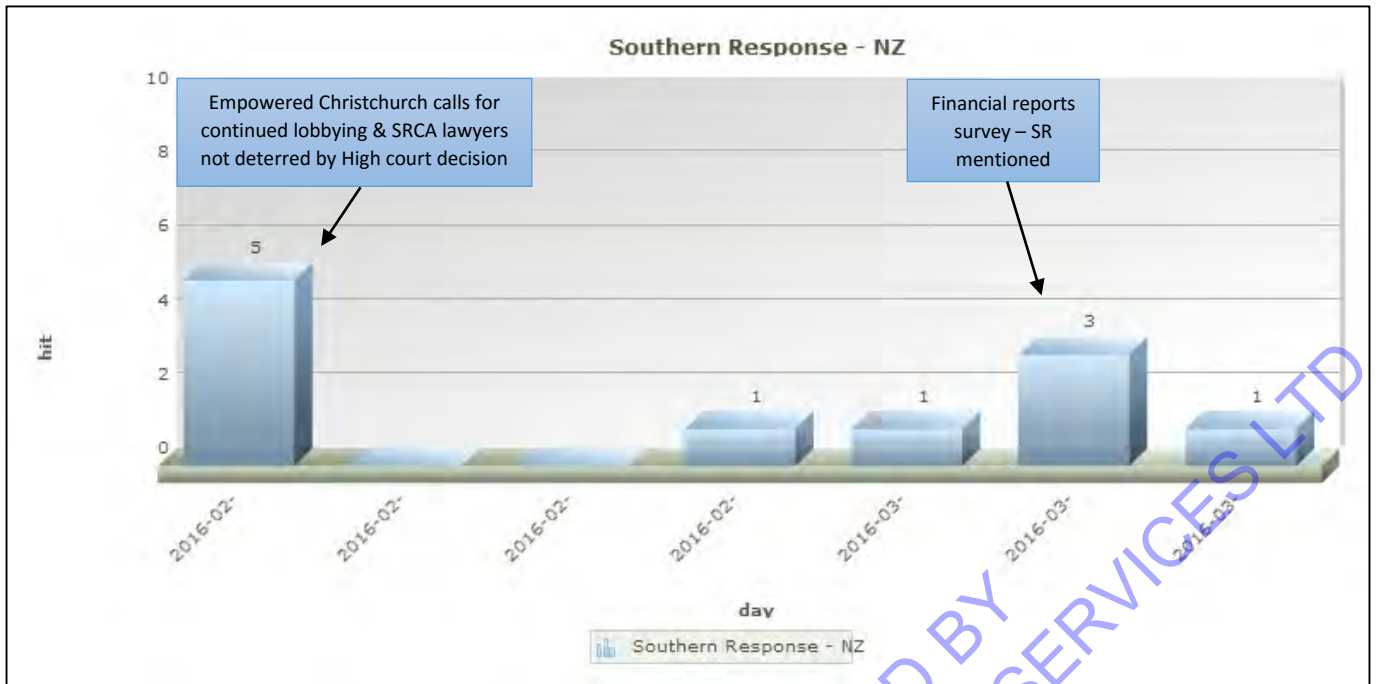


- A much busier week of news media featuring personal stories largely initiated by last weekend's protest against the insurance industry. The big story of the week however was the failure of the Southern Response Class Action.
- Social media activity mainly featured photos from the weekends protest and postings in respect of the SRCA failure at the High Court.
- There were surprisingly few direct mentions of Southern Response in relation to the protest itself due to the fact that the action was aimed at all insurance companies and EQC rather than SR specifically.

Southern Response Weekly Monitoring Report

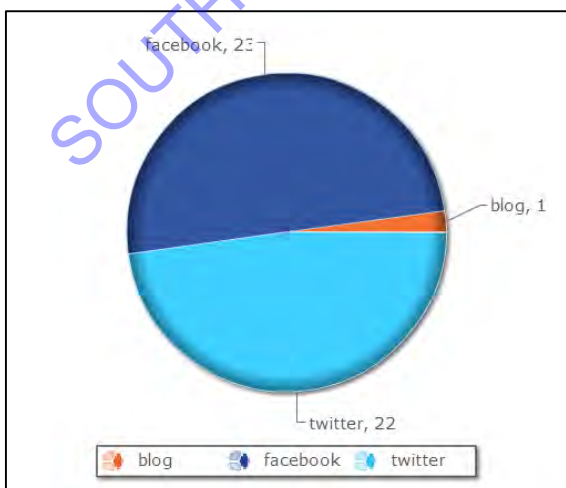
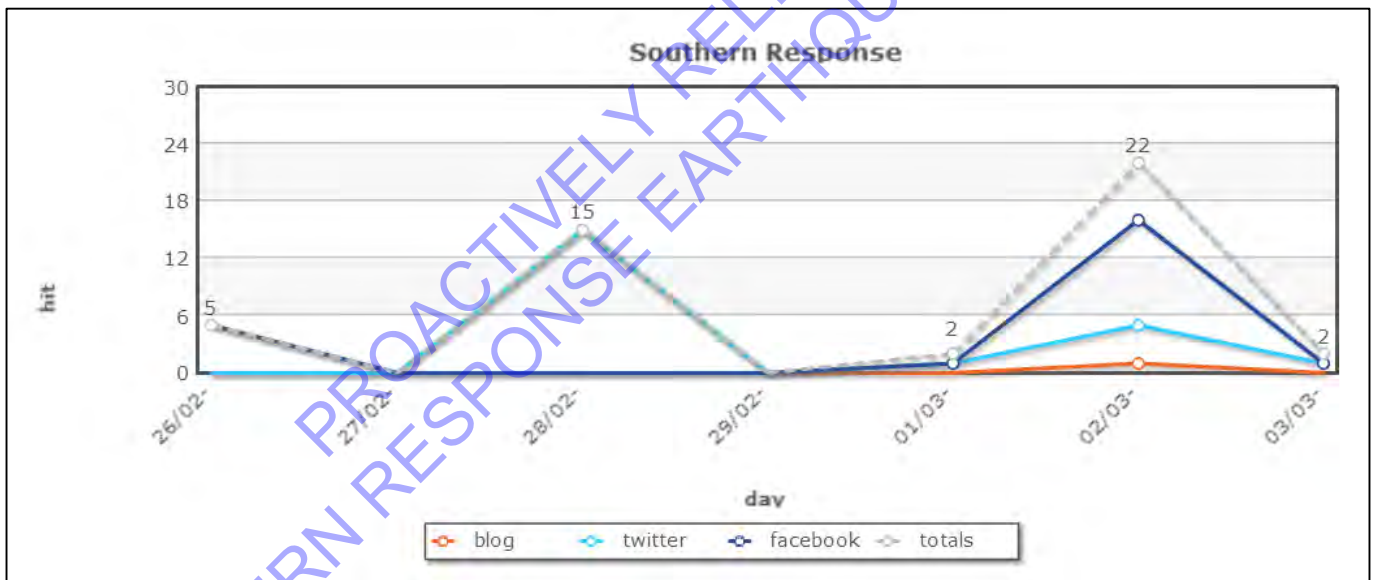
Friday 26 February - Thursday 03 March 2016

News Media:



- <http://www.scoop.co.nz/stories/AK1602/S00691/empowered-christchurch-calls-for-continued-lobbying.htm>
- <http://www.insurancebusinessonline.co.nz/news/southern-response-class-action-decision-no-deterrent-212410.aspx>
- <http://www.scoop.co.nz/stories/BU1603/S00090/investors-lenders-regulators-want-deeper-finance-reports.htm>

Social Media:

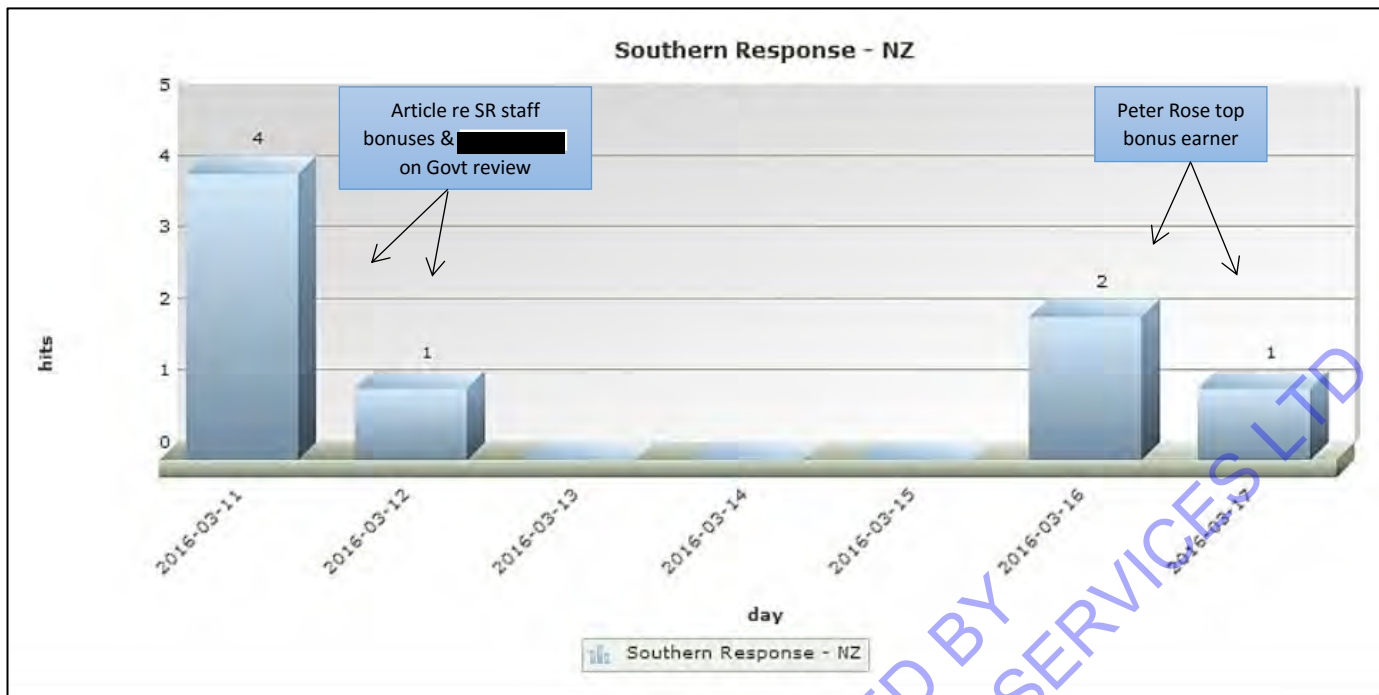


- This week's news media featured a press release from a group calling itself Empowered Christchurch who are vowing to continue lobbying following the success of 5th anniversary protest.
- There was also continued reporting and reaction to the failure of the Southern Response Class Action.
- Social media activity featured a post alleging a secret agreement between the Minister of Finance & IAG in 2011 arising from information supplied under the Official Information Act. (There were also a lot of false positives this week as a result of the Trump campaign)
- No mention of direct action or protest

Southern Response Weekly Monitoring Report

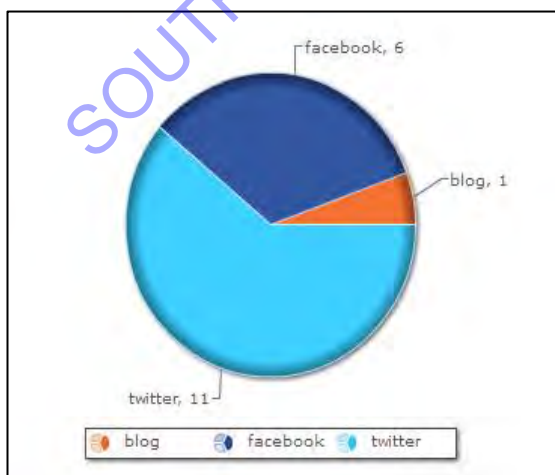
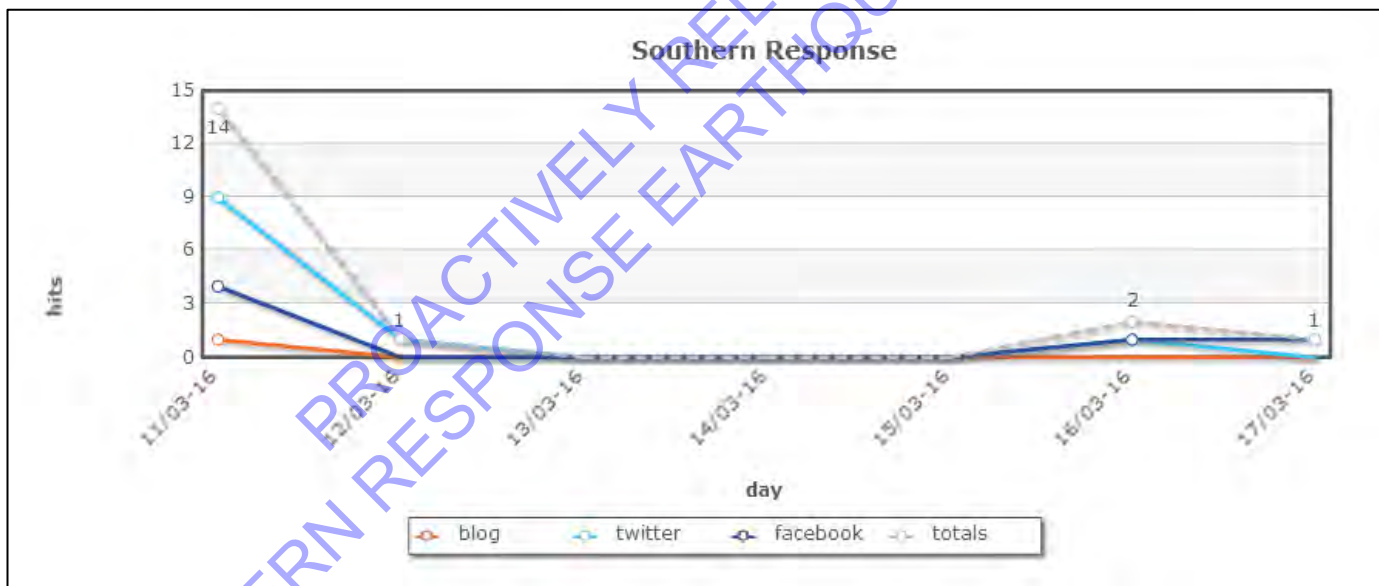
Friday 11 - Thursday 17 March 2016

News Media:



- <http://www.stuff.co.nz/the-press/news/77782977/Southern-Response-staff-get-3-3m-in-bonuses>
- <http://www.grantshand.co.nz/southern-response-govt-review/>
- <http://www.stuff.co.nz/the-press/business/77949532/Southern-Response-CEO-top-bonus-earner-with-about-500-000>

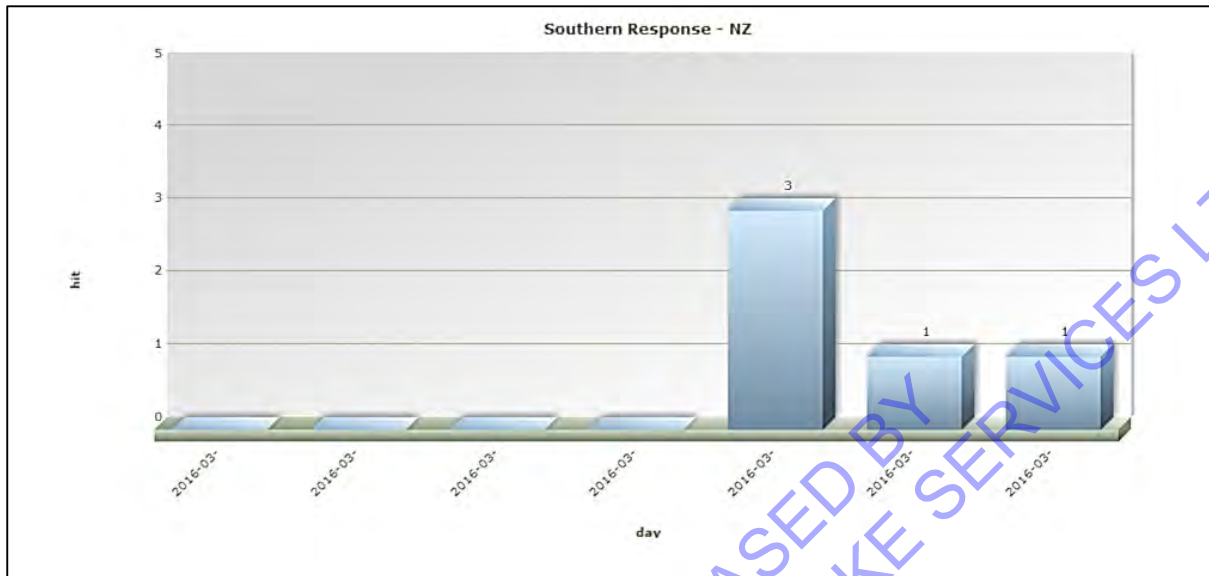
Social Media:



- This week's news media focussed on reports re Southern Response staff bonuses and in particular [redacted].
- There was also commentary from [redacted] re the Governments review of Southern Response.
- Social media activity featured reposts and tweets of the articles mentioned above.
- No mention of direct action or protest

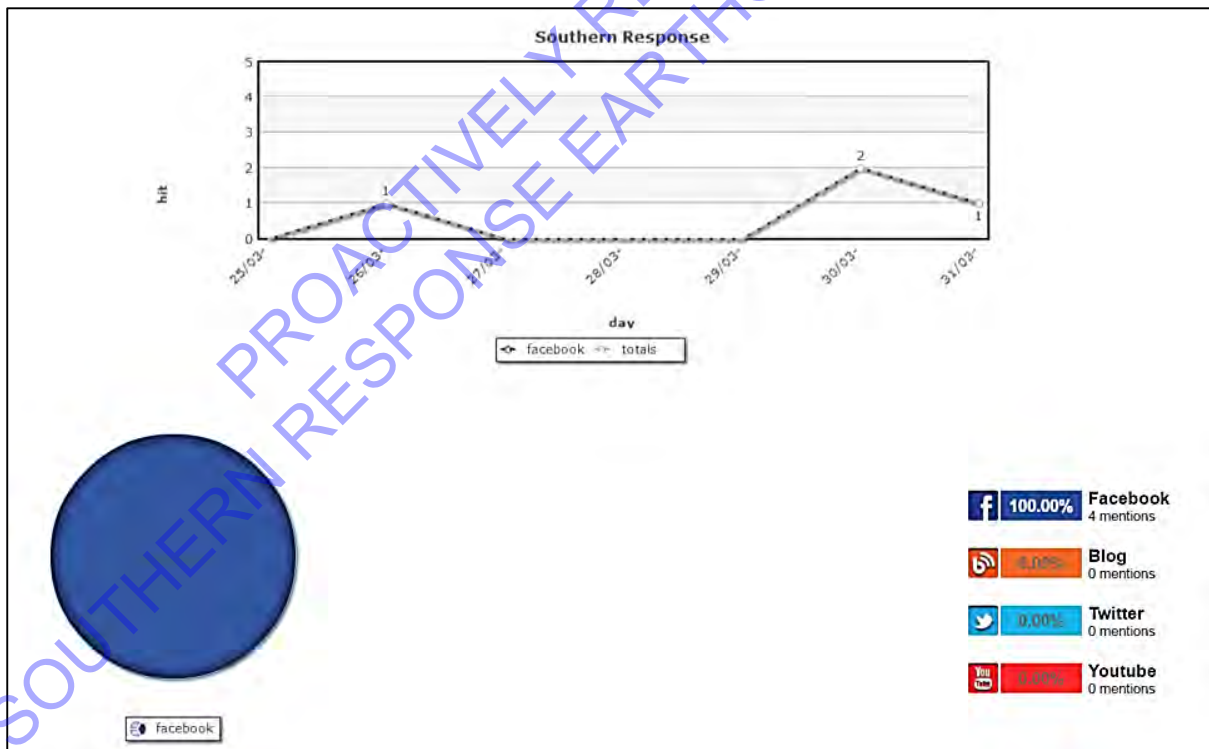
Southern Response Weekly Monitoring Report Friday 25- Thursday 31 March 2016

News Media



<http://www.stuff.co.nz/national/78143101/hundreds-of-quake-claims-still-going-over-cap>

Social Media

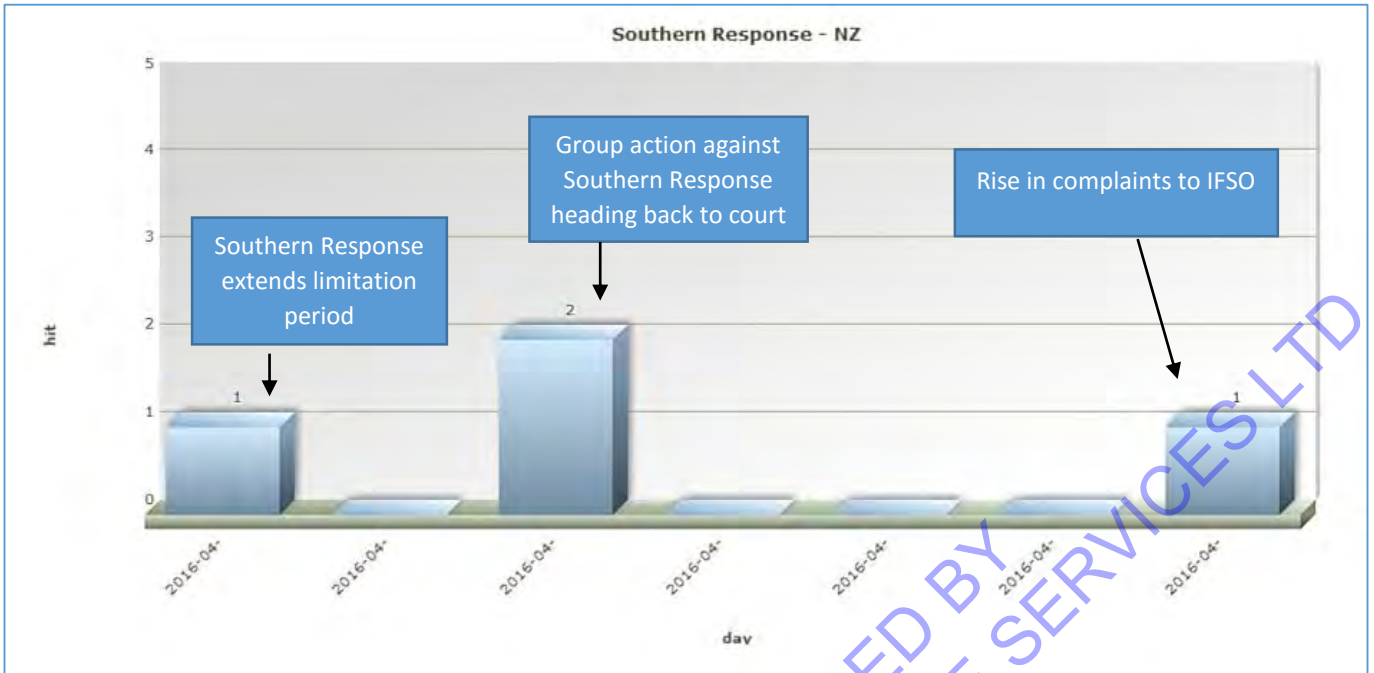


- No mention of direct action or protest
- Facebook post from CHCH Earthquake Journal SR claims could take until 2019
- Facebook post from SR client requesting referral to a lawyer
- Facebook post from Earthquake Services Ltd re SR not relying on limitation defence

Southern Response Weekly Reporting

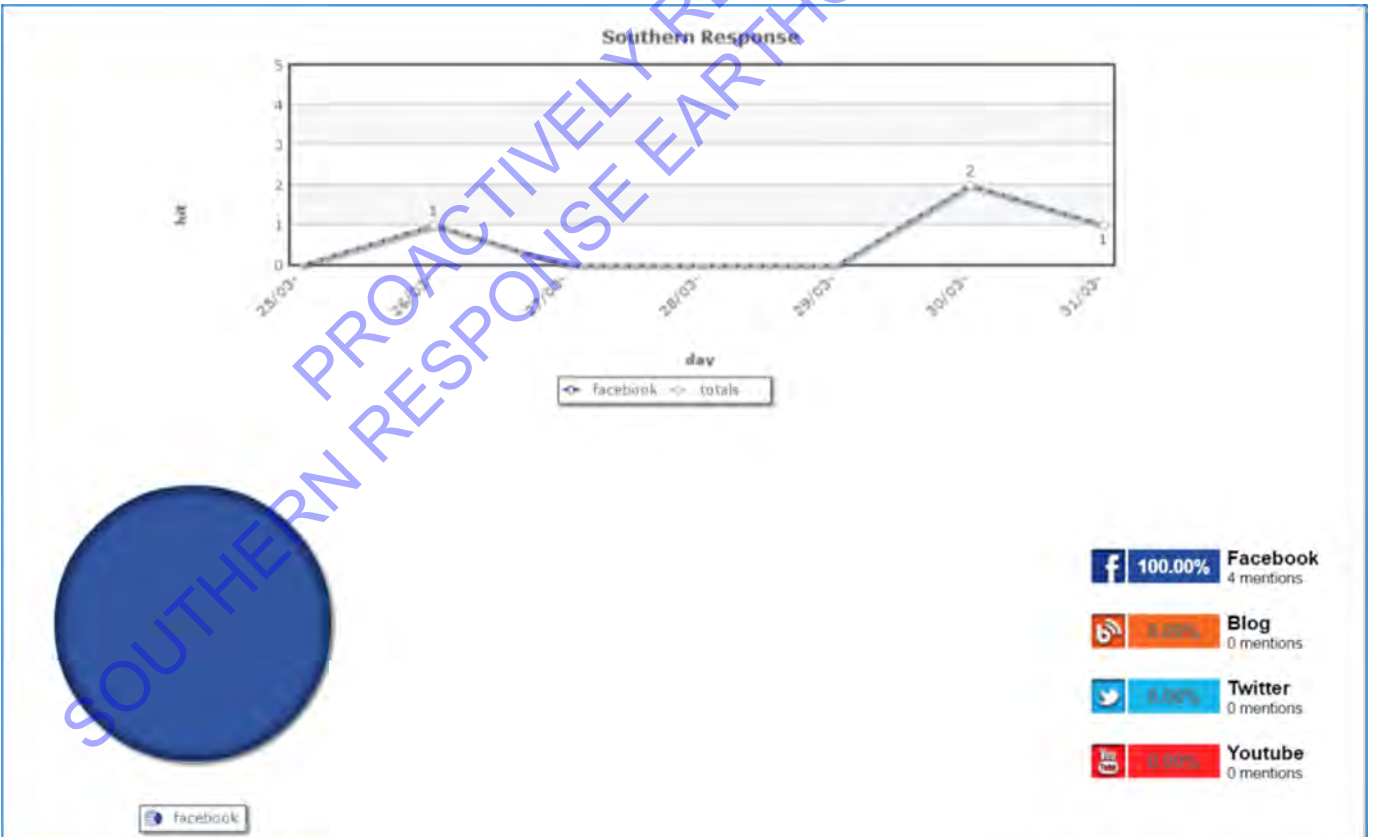
Friday 01-Thursday 07 April 2016

News Media:



- www.insurancebusinessonline.co.nz/news/southern-response-extends-limitation-period-213901.aspx
- www.stuff.co.nz/the-press/business/the-rebuild/78468711/group-action-against-southern-response-heading-back-to-court
- www.scoop.co.nz/stories/BU1604/S00245/rise-in-complaints-to-ifso.htm

Social Media:

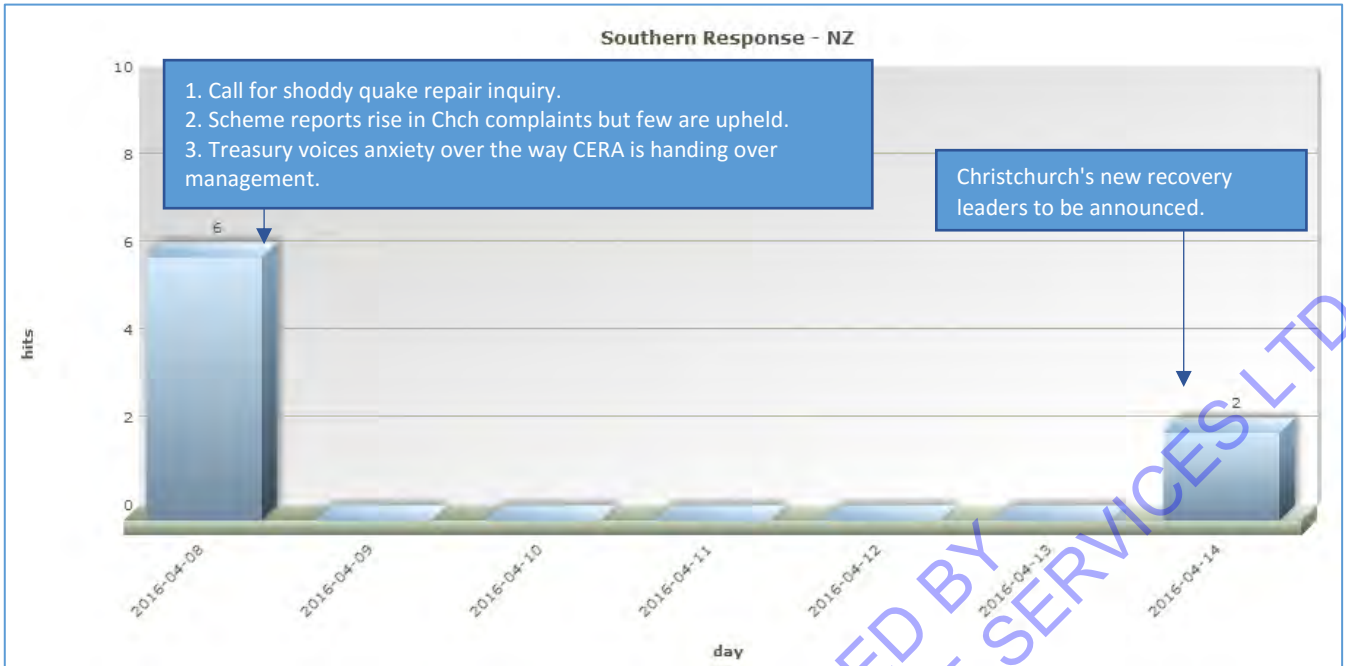


- Facebook - Southern Response claims settlement could take until 2019.
- Facebook -can anybody recommend a lawyer.
- Facebook - reassuring customers concerning the limitation period.
- Facebook - We are about to insure our new build.
- No reference to protest.

Southern Response Weekly Reporting

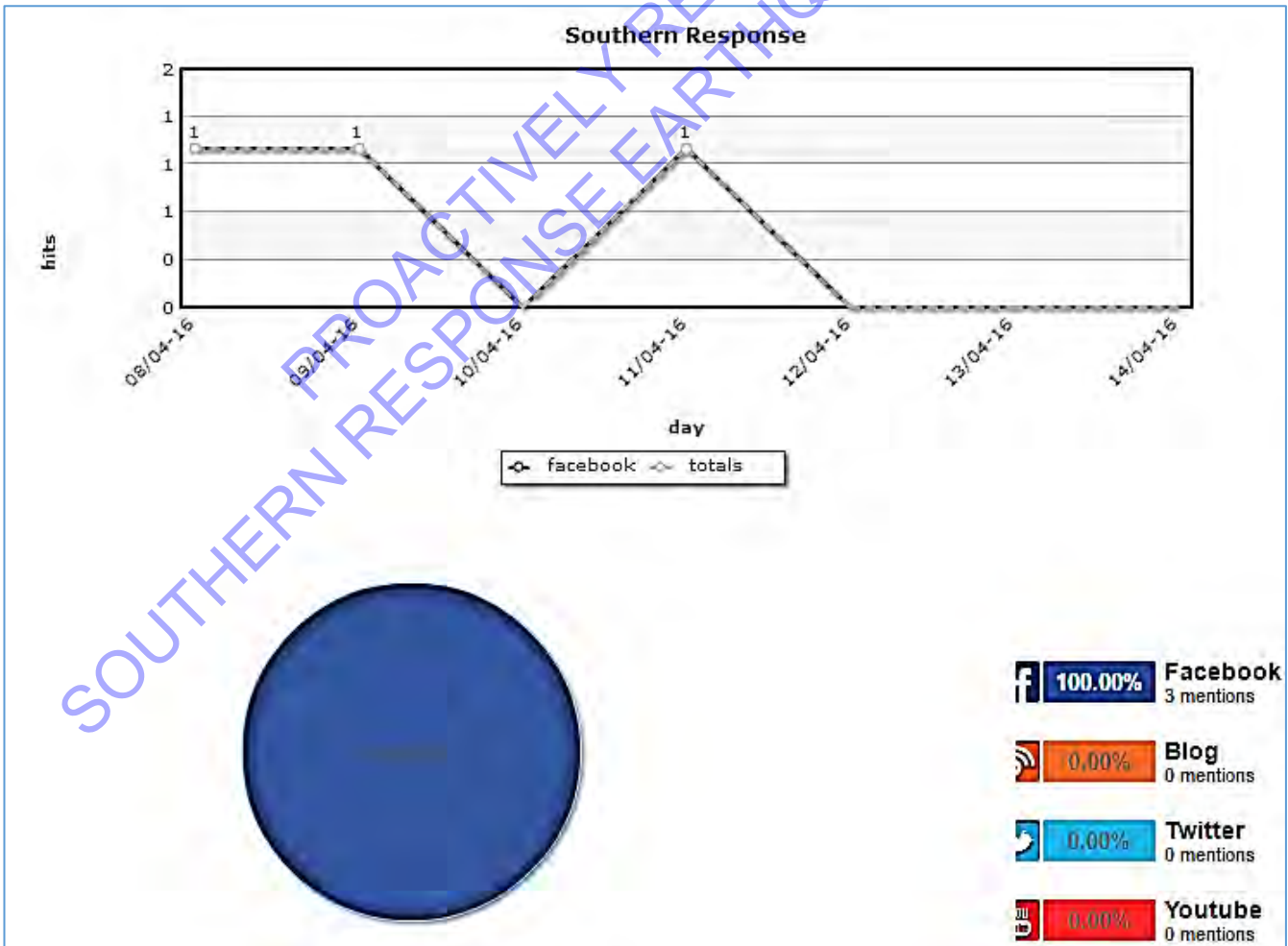
Friday 08 – Thursday 14 April 2016

News Media:



- www.radionz.co.nz/news/political/301013/'we-suspect-there-are-systemic-failings
- www.stuff.co.nz/manawatu-standard/business/78717849/Scheme-reports-rise-in-Christchurch-complaints-but-few-are-upheld
- www.interest.co.nz/business/80961/treasury-voices-anxiety-over-way-cera-handing-over-management-christchurchs-major

Social Media:

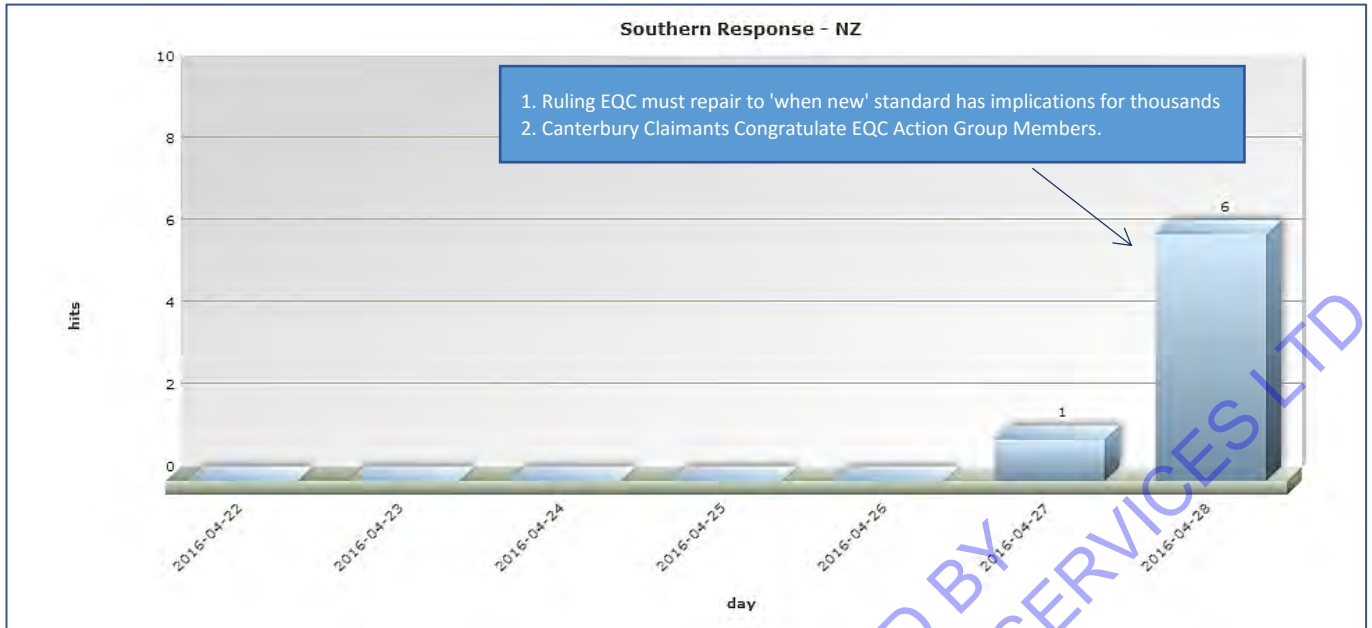


- No reference to protest or incidents of concern.
- Social media commentary was at a low level (3 mentions only re SnR claiming embarrassing revelation about to be announced (still waiting!) and SnR comment on change in Ministerial Canterbury portfolio.

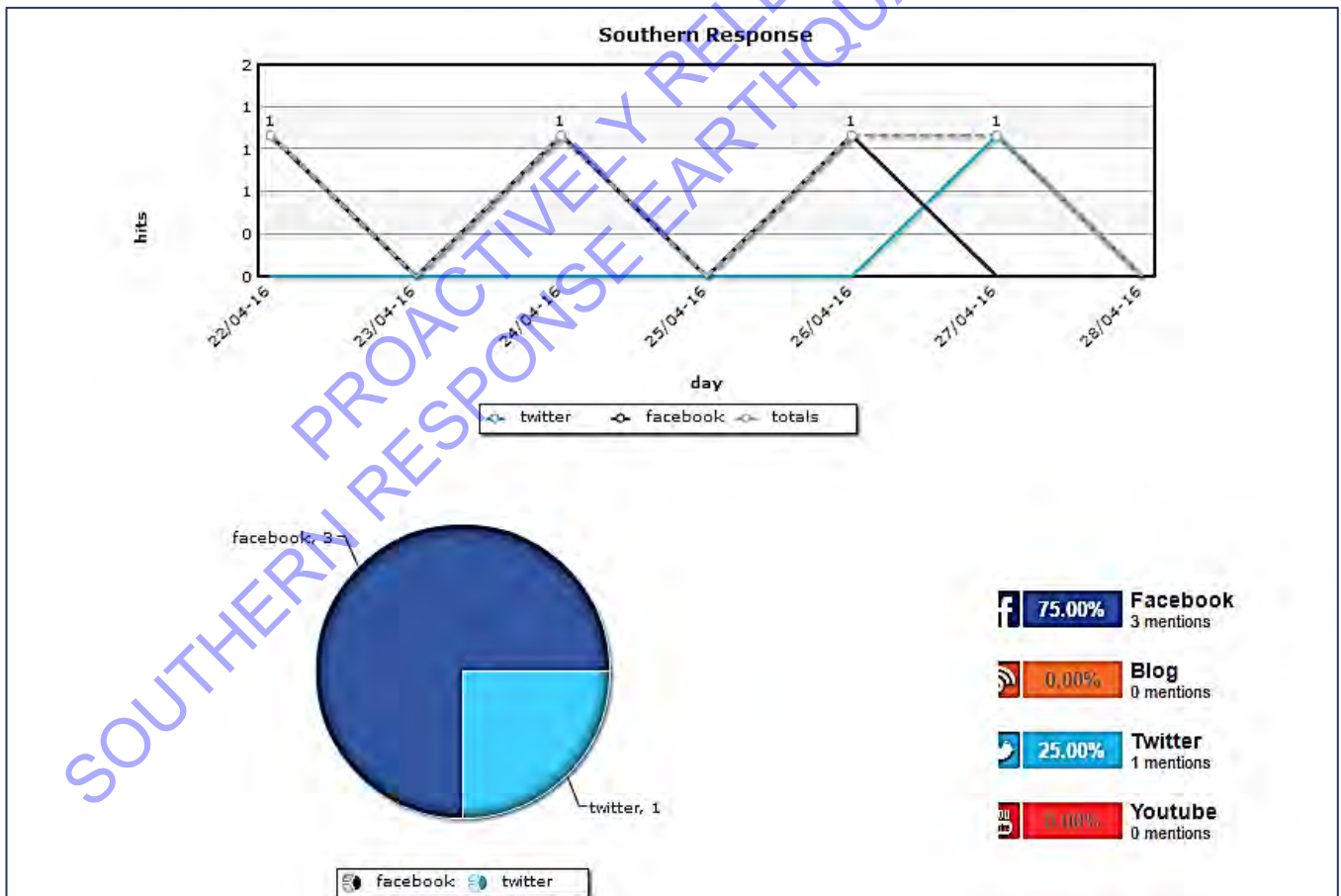
Southern Response Weekly Reporting

Friday 22 – Thursday 28 April 2016

News Media:



- [www.stuff.co.nz/the-press/business/the-rebuild/79385349/Ruling-EQC-must-repair-to-when-new-standard-has-implications-for-thousands'](http://www.stuff.co.nz/the-press/business/the-rebuild/79385349/Ruling-EQC-must-repair-to-when-new-standard-has-implications-for-thousands)
- www.infonews.co.nz/news.cfm?id=110831

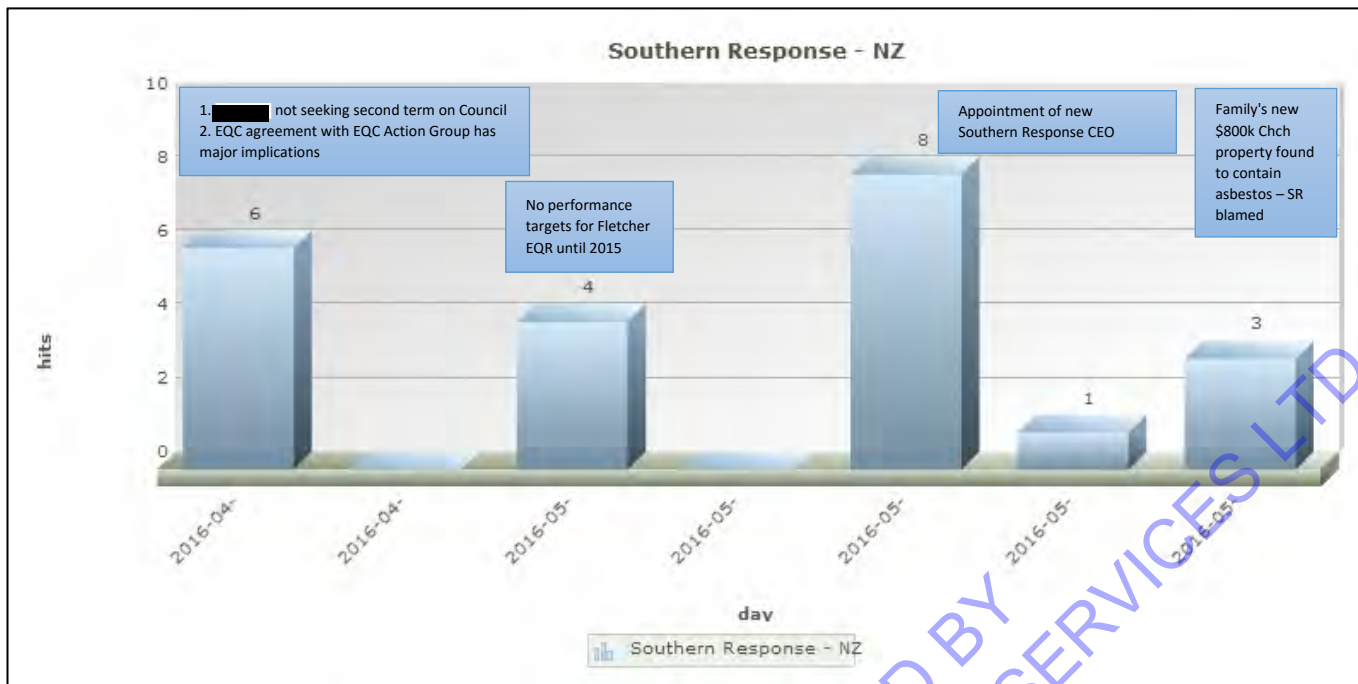


- No reference to protest or incidents of concern.
- Social media commentary was again at a low level (3 mentions only re Insurance firm stands by claim downgrades).

Southern Response Weekly Monitoring Report

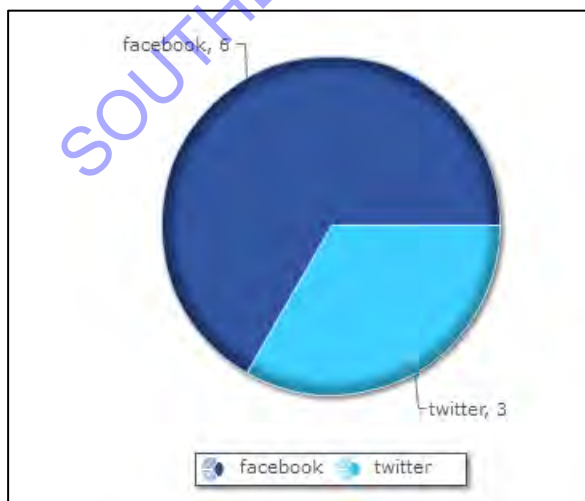
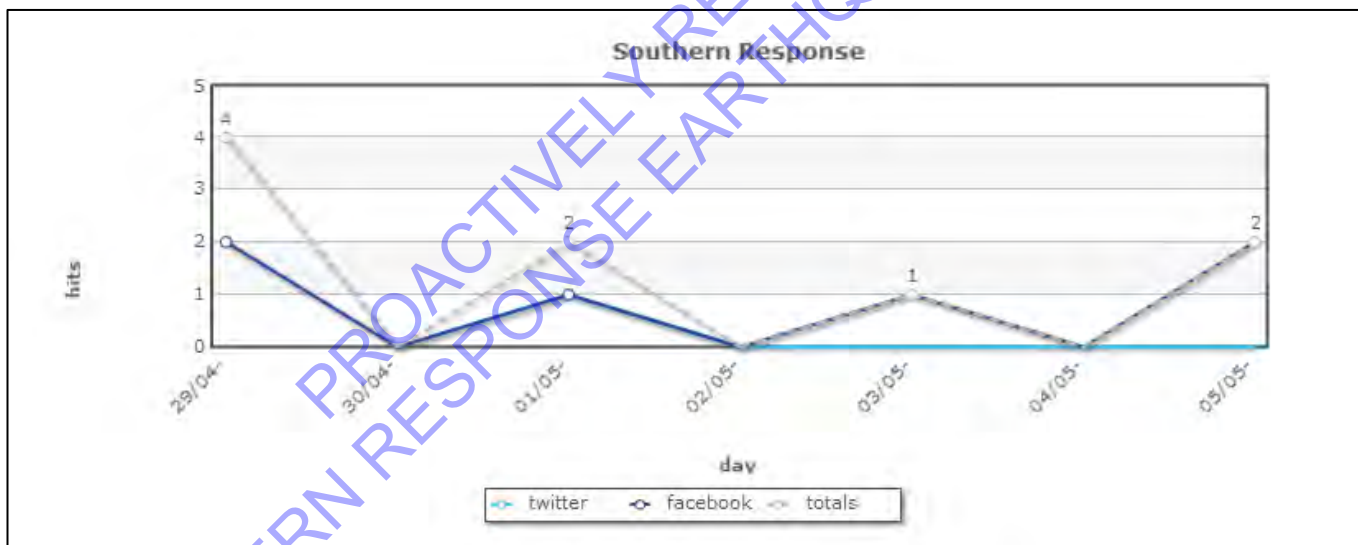
Friday 29 April - Thursday 5 May 2016

News Media:



- [http://www.stuff.co.nz/the-press/news/79431914/\[redacted\]-not-seeking-second-term-on-christchurch-city-council](http://www.stuff.co.nz/the-press/news/79431914/[redacted]-not-seeking-second-term-on-christchurch-city-council)
- <http://www.stuff.co.nz/the-press/business/the-rebuild/79439855/EQC-agreement-with-EQC-Action-Group-has-major-implications>
- <http://www.stuff.co.nz/business/79176677/no-performance-targets-for-fletcher-eqr-until-2015.html>
- <http://www.stuff.co.nz/manawatu-standard/business/79567770/Southern-Response-announces-new-chief-executive>
- <http://www.stuff.co.nz/the-press/news/79594977/familys-new-800k-fendalton-site-found-to-contain-asbestos.html>

Social Media:

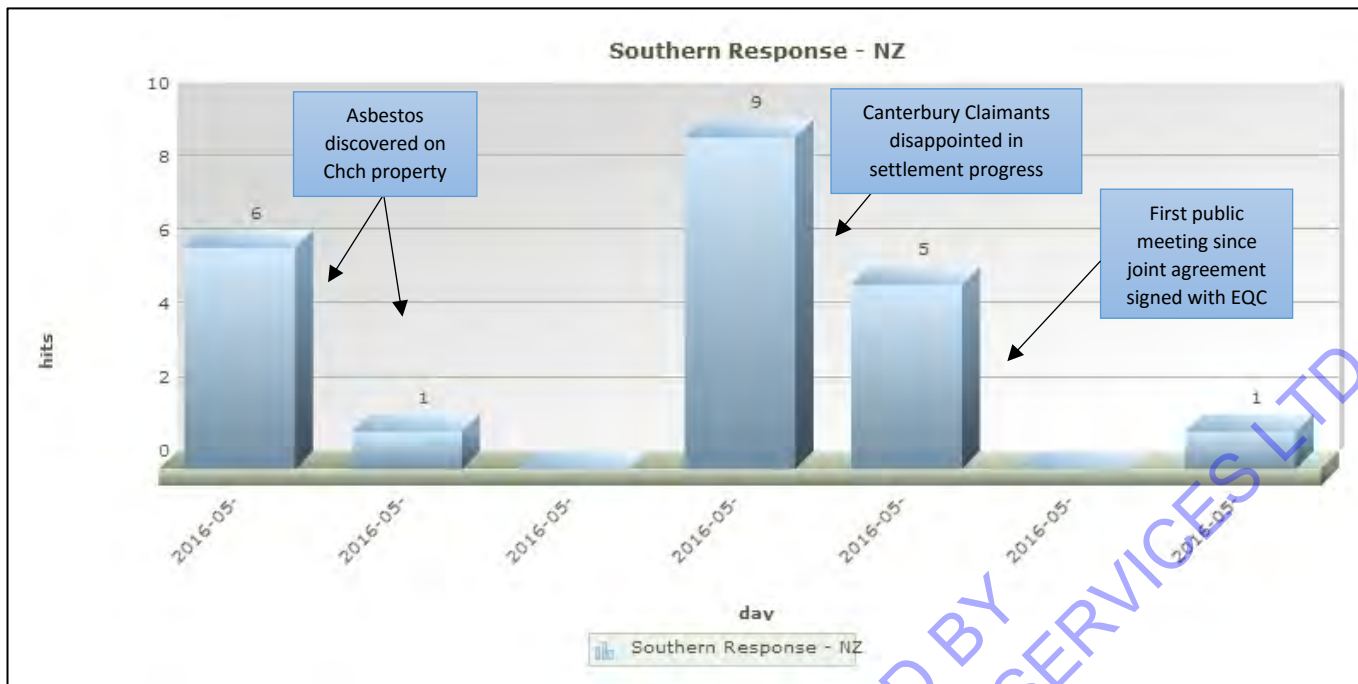


- This week's main media story was the appointment of Peter Jensen as the new Southern Response CEO.
- Other relevant news as per links above.
- Social media activity featured reposts and tweets of the articles mentioned above and limited reaction to the new CEO appointment.
- A public meeting organised by Canterbury Claimants will take place on Thursday 12 May at 7pm at the Transitional Cathedral entitled "EQC Action Group Win - What it means for you".
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

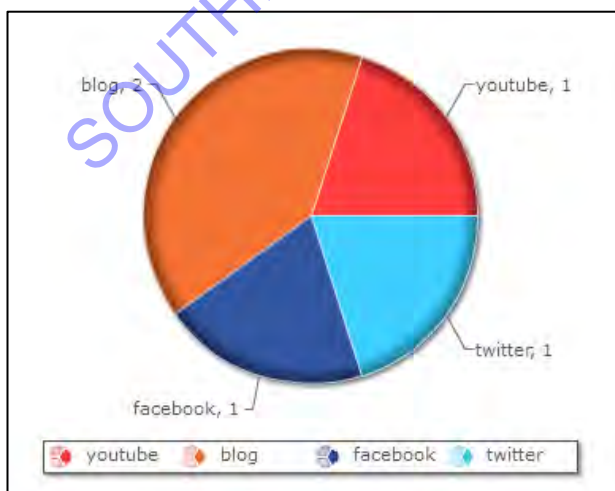
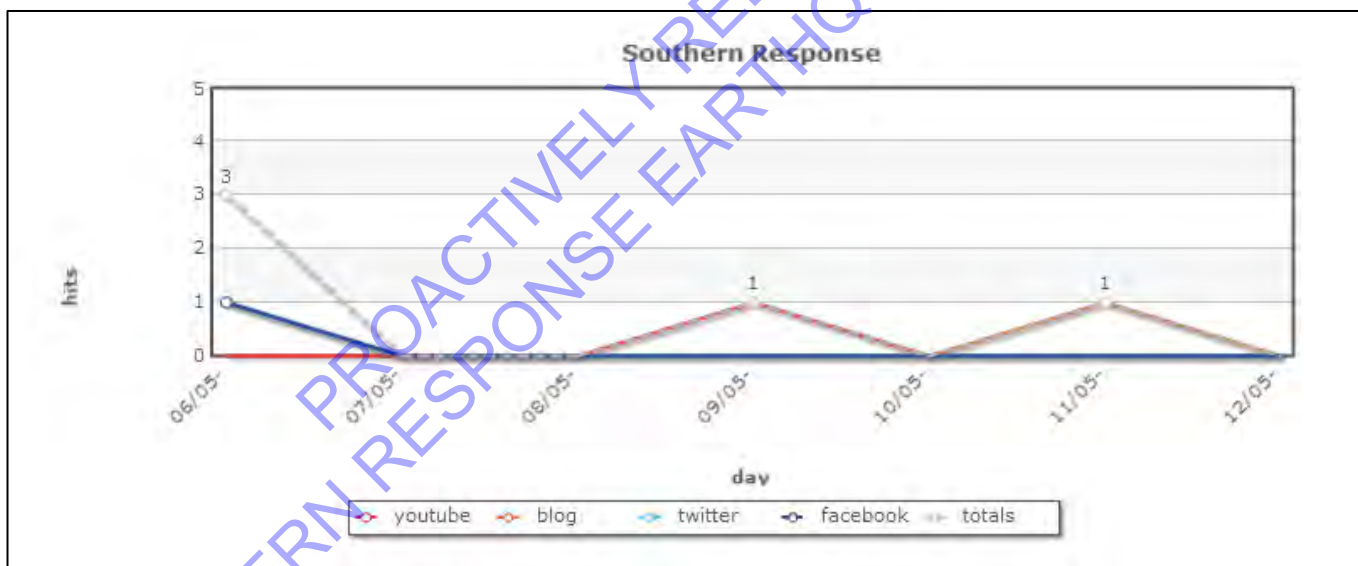
Friday 6 - Thursday 12 May 2016

News Media:



- <http://www.newshub.co.nz/nznews/shock-at-asbestos-discovery-on-chch-property-2016050615#axzz48V3R7Sso>
- <http://www.stuff.co.nz/the-press/news/79718461/Insurer-Southern-Response-queried-on-asbestos-testing-and-removal>
- <http://www.voxy.co.nz/national/5/250946>
- <http://www.infonews.co.nz/news.cfm?id=110930>

Social Media:

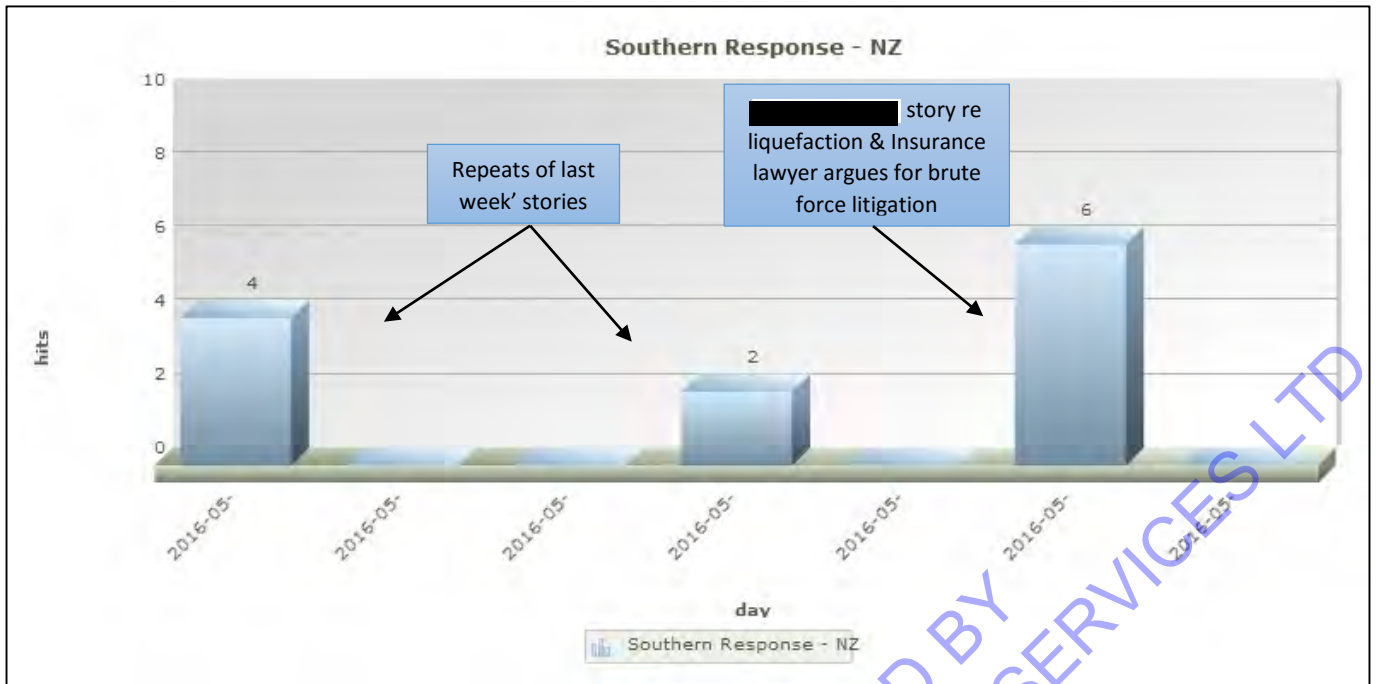


- This week's main media story was around Canterbury Claimants disappointment with SR settlement progress and the build up to last night's meeting.
- The story of a discovery of asbestos at the [REDACTED] property also gained some media attention.
- Social media activity featured reposts and tweets of the articles mentioned above plus a couple of false positive results.
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

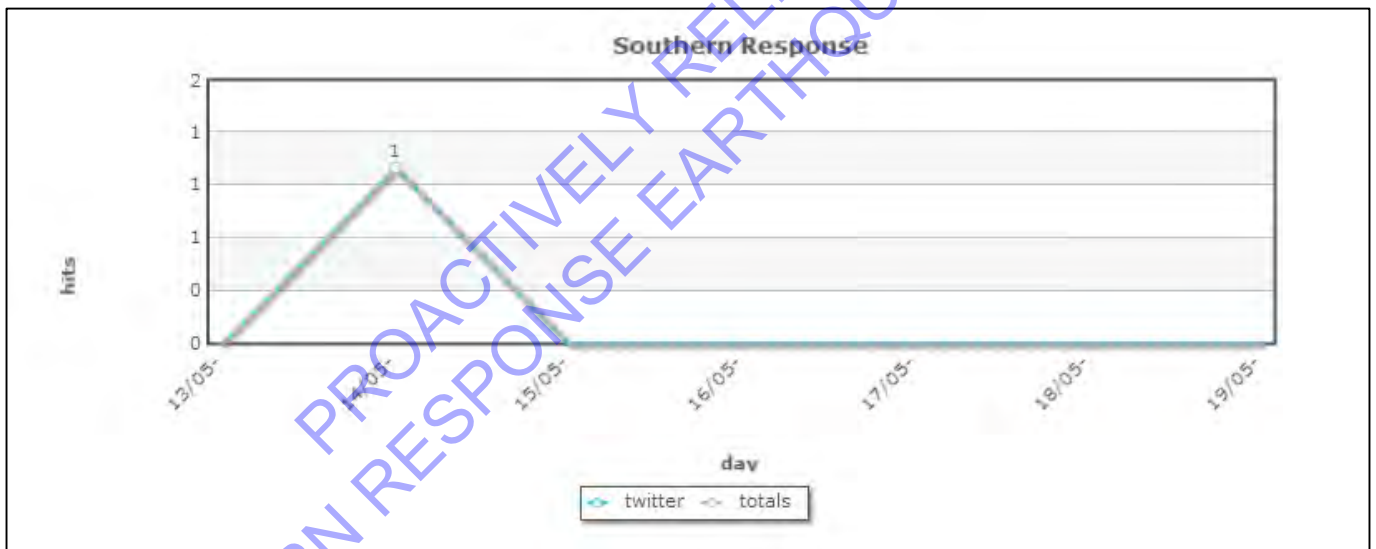
Friday 13 - Thursday 19 May 2016

News Media:



- <http://www.stuff.co.nz/the-press/news/80118557/34-tonnes-of-liquefaction-silt-removed-from-rotting-quake-damaged-house>
- <http://www.interest.co.nz/insurance/81633/insurance-lawyer-argues-brute-force-litigation-whats-necessary-get-insurers-play>

Social Media:

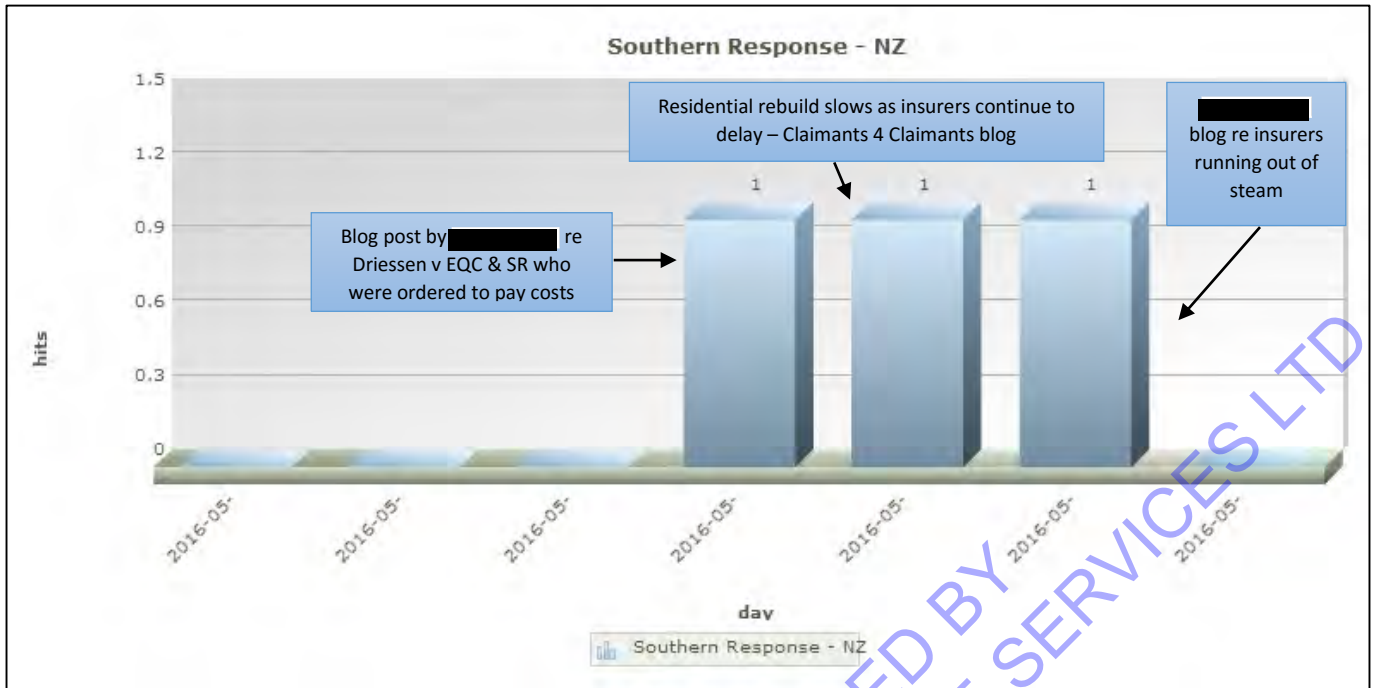


- A much quieter week following last week's meeting.
- This week's main media story was around the removal of silt from [REDACTED] home.
- Social media activity was also quiet this week with little more than retweets of recent stories.
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

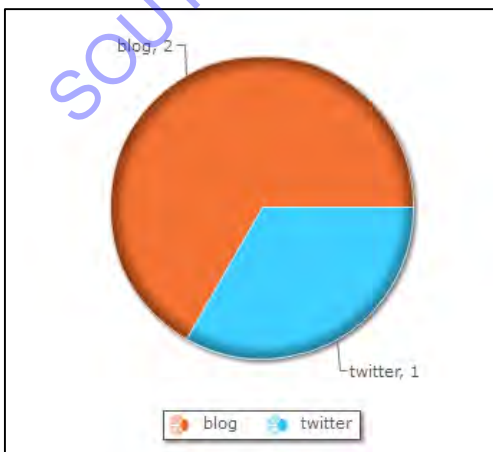
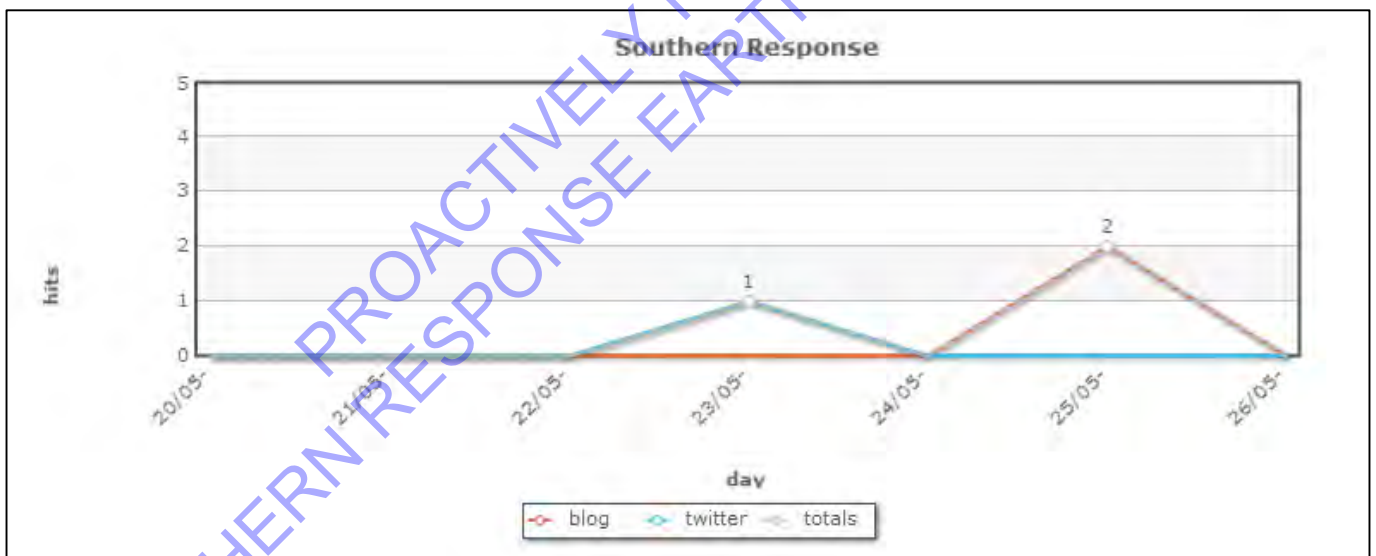
Friday 20 - Thursday 26 May 2016

News Media:



- <http://www.grantshand.co.nz/eqc-southern-response-pay-costs/>
- <http://www.rebuildchristchurch.co.nz/blog/2016/5/residential-rebuild-slows-as-insurers-continue-to-delay>
- <http://www.interest.co.nz/opinion/81776/██████-argues-insurers-are-running-out-steam-canterbury-rebuildrepair-marathon>

Social Media:

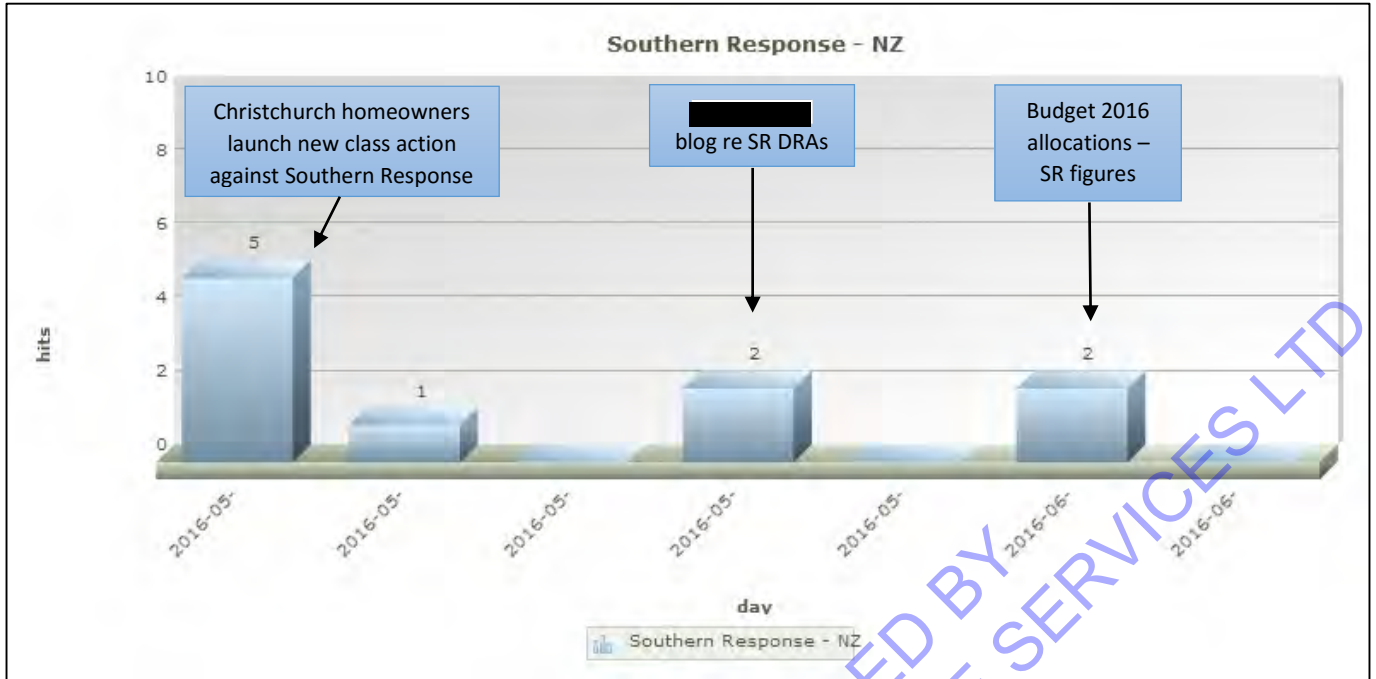


- A reasonably quiet week of both news and social media.
- 3 blog posts from ██████ ██████ & Claimants 4 Claimants as linked above.
- Social media activity featured reposts of blogs.
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

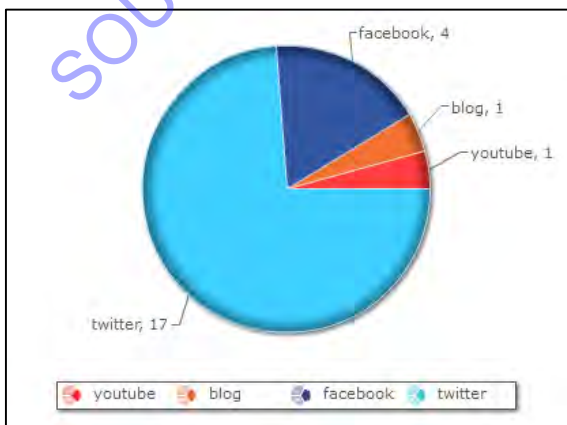
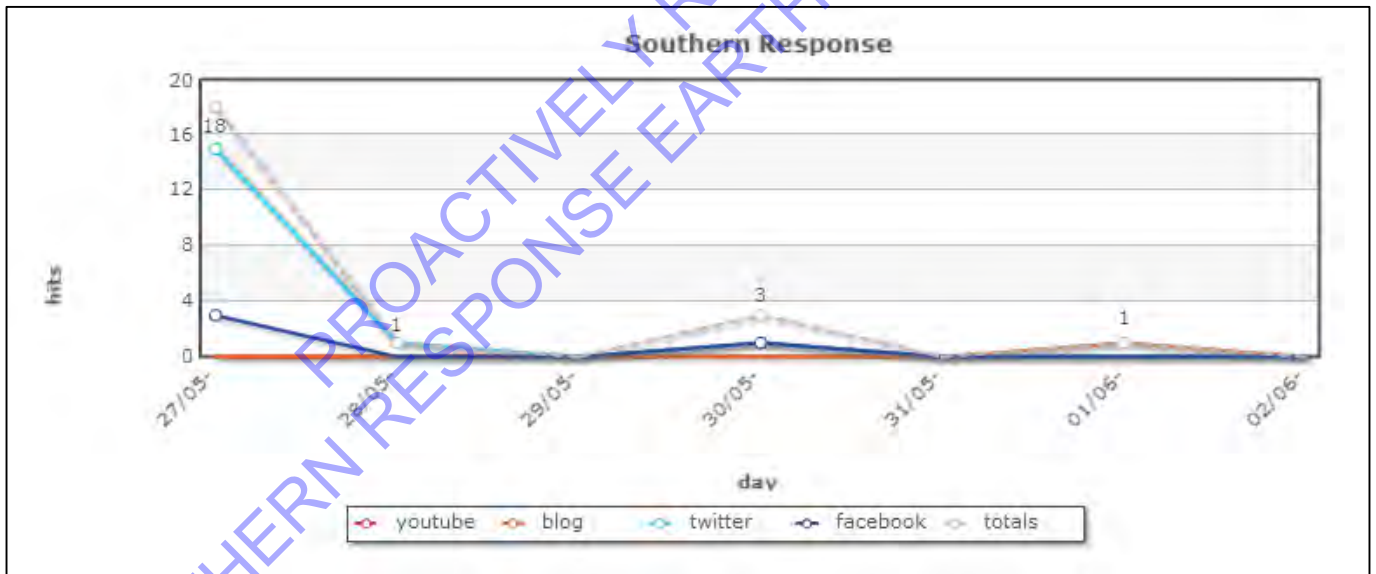
Friday 27 May - Thursday 2 June 2016

News Media:



- http://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&objectid=11646214
- <http://www.scoop.co.nz/stories/AK1605/S00896/amended-statement-of-claim-filed-in-high-court-today.htm>
- <http://www.grantshand.co.nz/southern-response-dras/>
- <http://www.interest.co.nz/news/81905/budget-2016-financing-transfers-customs-ird>

Social Media:

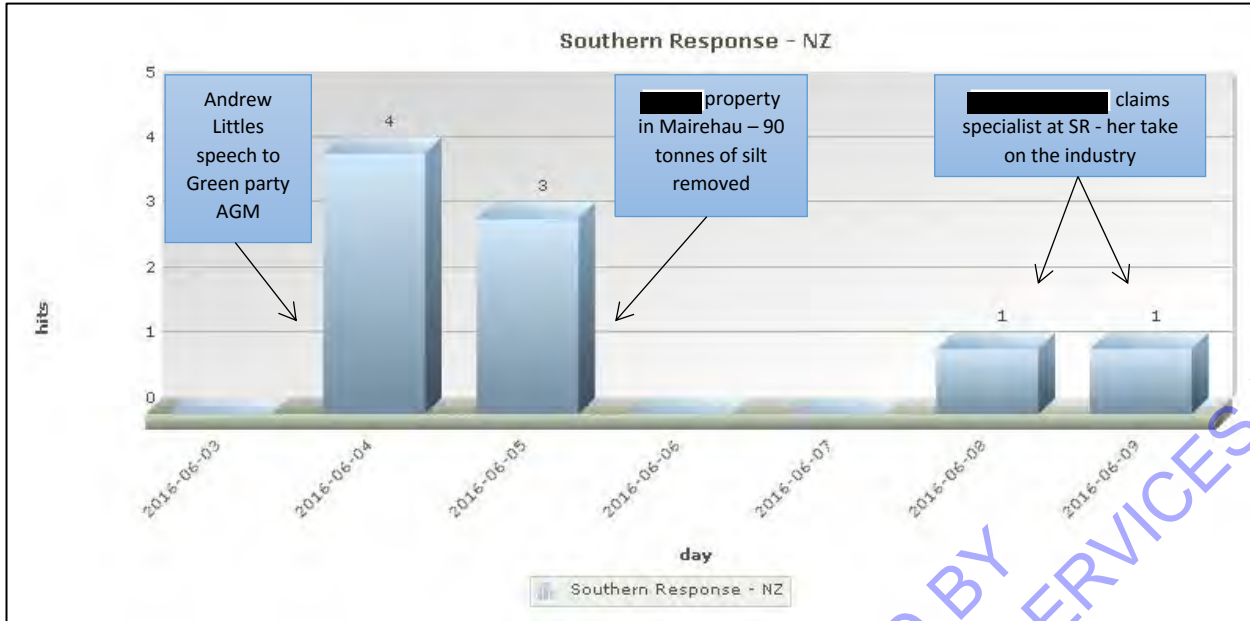


- Main story of the week was [redacted] launch of a new class action.
- There was also a blog by [redacted] in relation to DRAs.
- The story that a new class action has been launched attracted a number of retweets and reposts on social media (You Tube capture was a false positive)
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

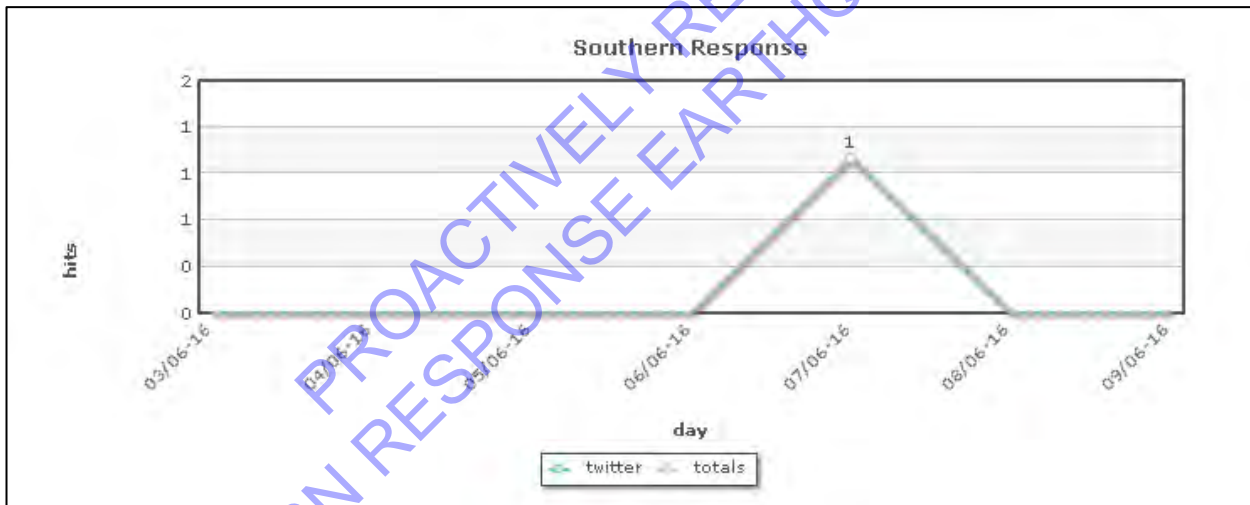
Friday 3 - Thursday 9 June 2016

News Media:



- <http://auckland.scoop.co.nz/2016/06/andrew-little-speech-to-green-party-agm-2016/>
- <http://www.stuff.co.nz/the-press/business/the-rebuild/80626470/once-pristine-christchurch-property-severely-flooded-after-90-tonnes-of-silt-removed.html>
- <http://www.insurancebusinessonline.co.nz/news/industry-should-look-out-good-communicators-217241.aspx>

Social Media:

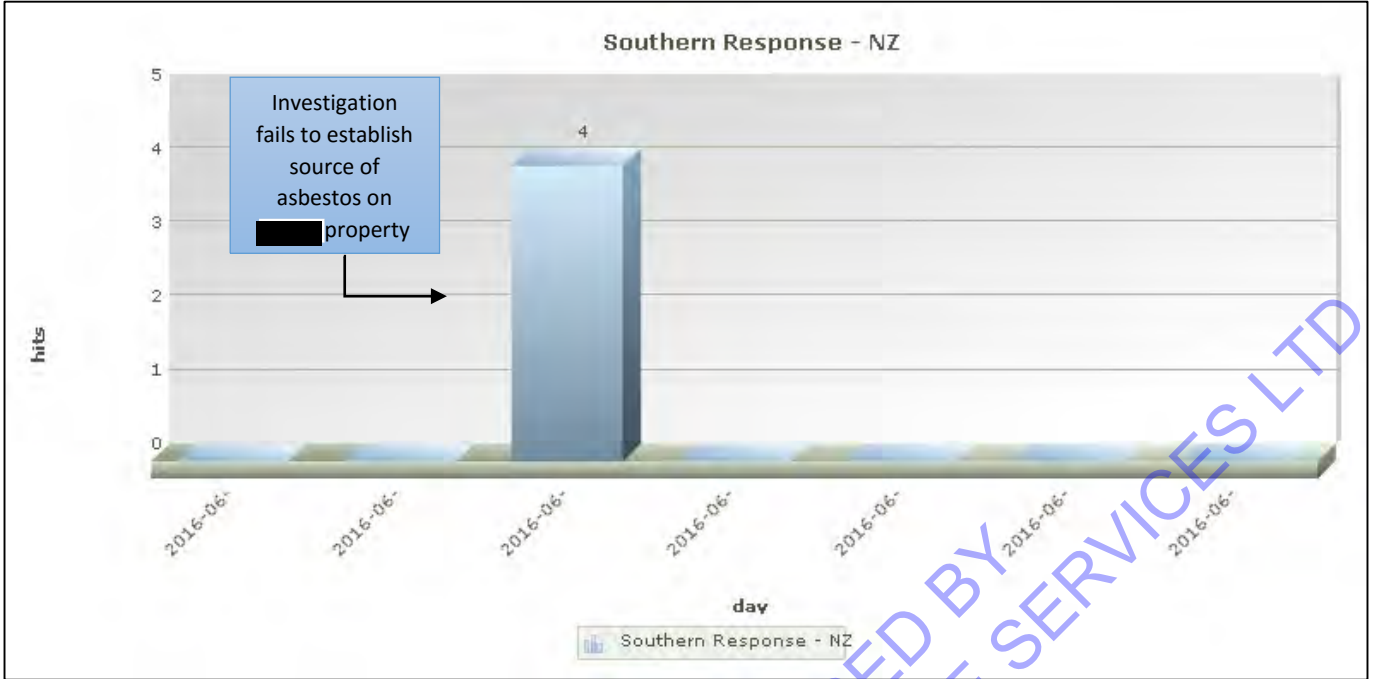


- Brief mentions of Southern Response this week. The story around the [REDACTED] property was the most significant.
- Very little social media activity – retweets only.
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

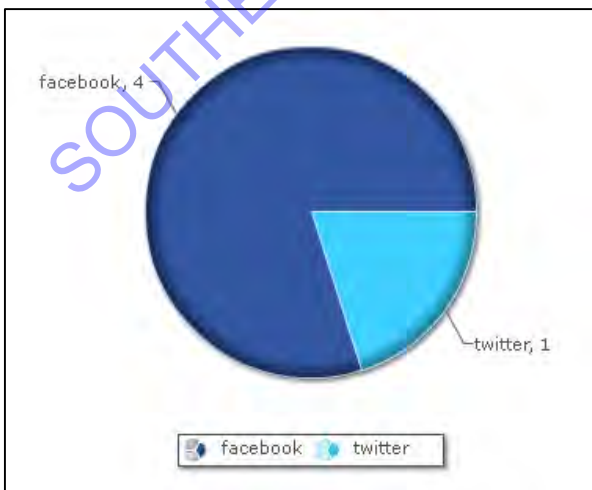
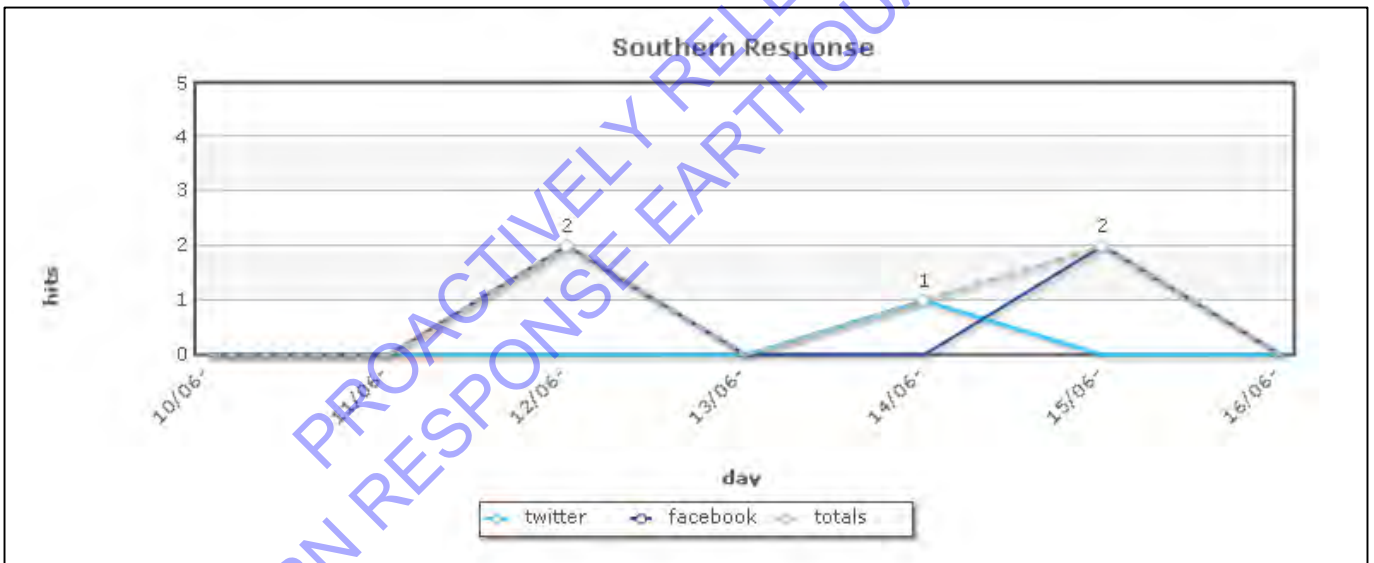
Friday 10 - Thursday 16 June 2016

News Media:



- <http://www.stuff.co.nz/business/80897741/Probe-fails-to-establish-source-of-asbestos-on-familys-800k-Christchurch-property>

Social Media:

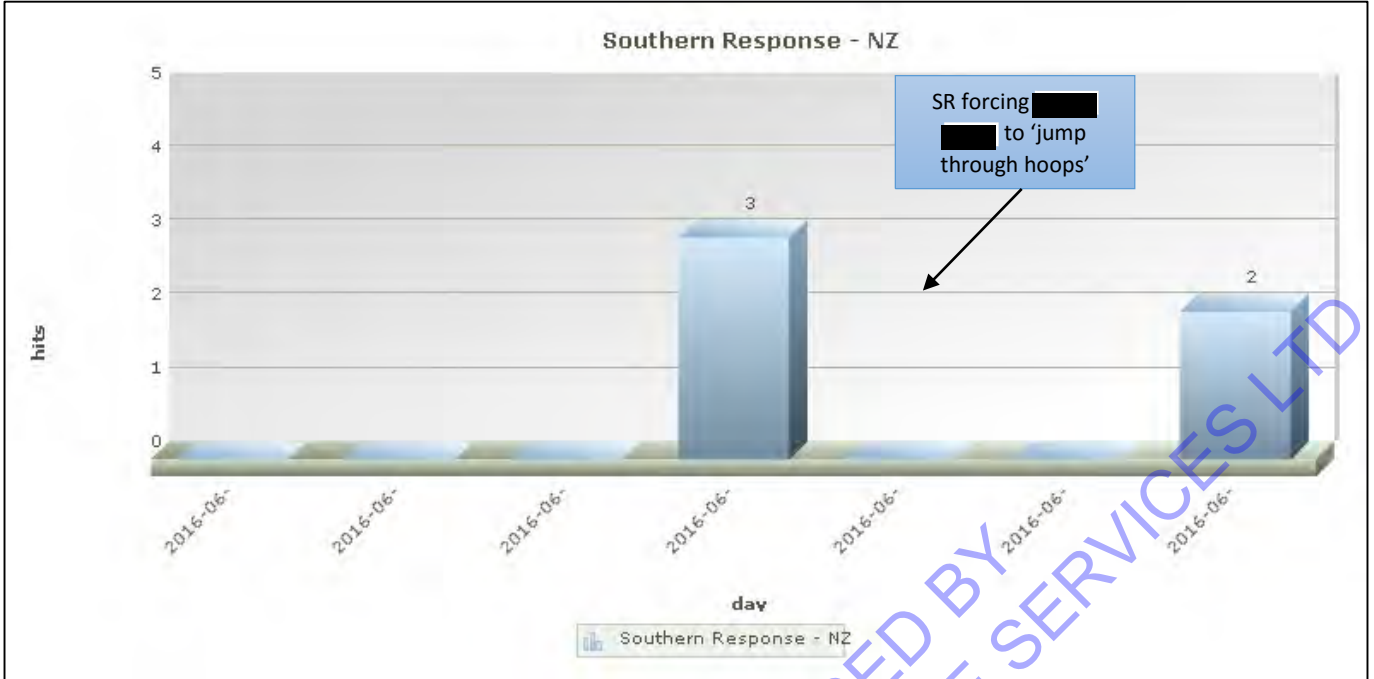


- Main news story of the week was the result of the investigation into asbestos on [redacted] property in [redacted]. The family now plan to sue Southern Response.
- Facebook activity consisted of posts in reaction to the asbestos story and a post from [redacted] re content of engineers engagement instructions.
- Twitter featured a tweet of [redacted] PowerPoint presentation entitled "Unreasonable Complainants & Querulent Litigants" (the document now appears to have been removed from the internet)
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

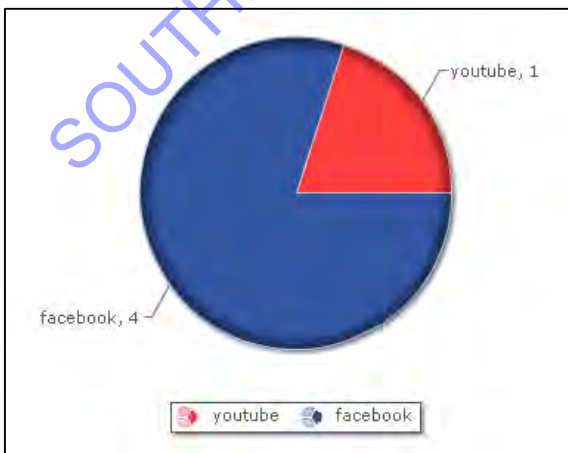
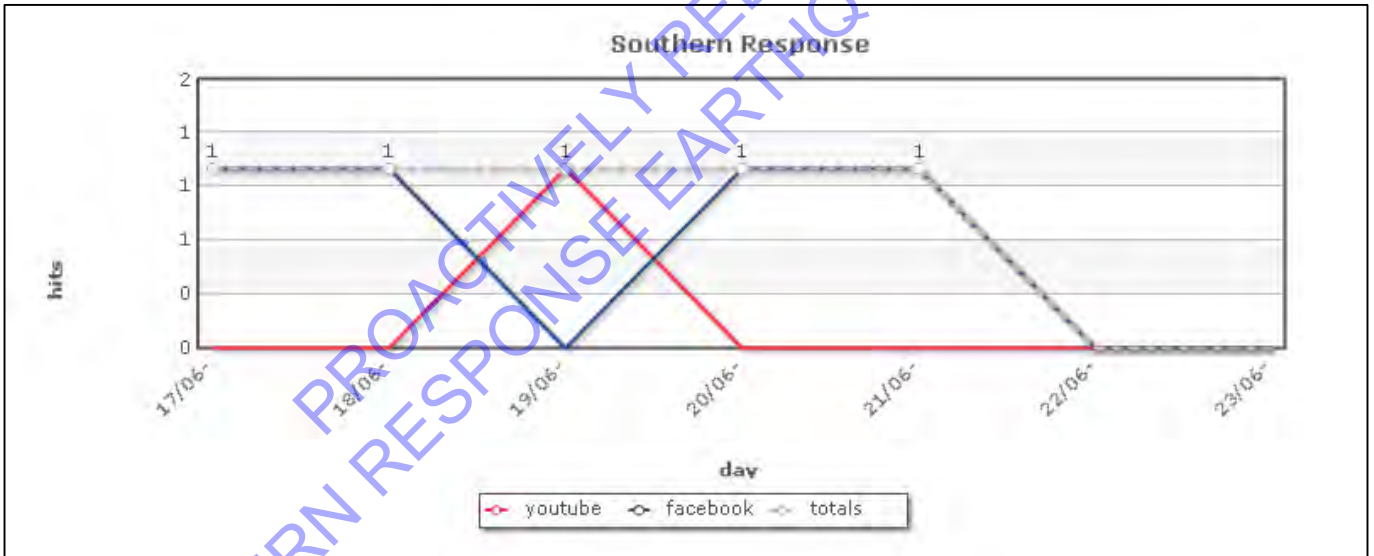
Friday 17 - Thursday 23 June 2016

News Media:



- <http://www.stuff.co.nz/business/81125779/christchurch-homeowner-jumping-through-hoops-to-sell-written-off-house.html>

Social Media:

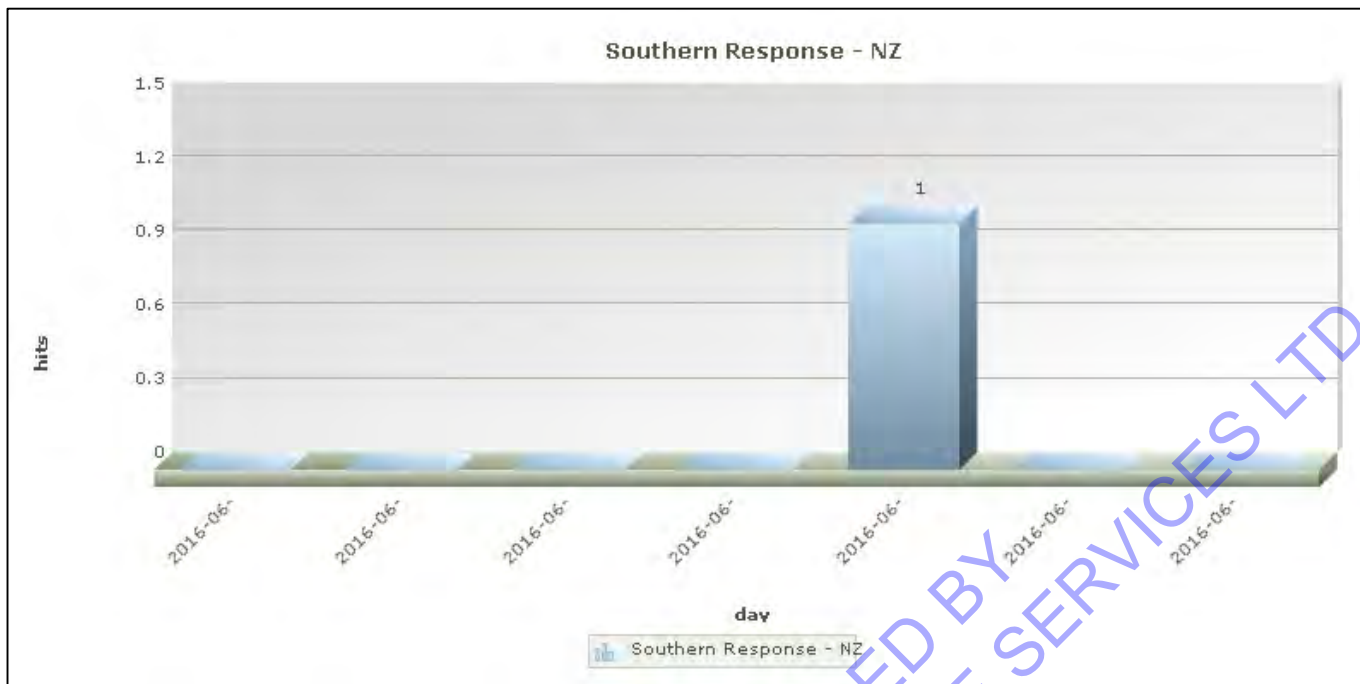


- Main news story of the week was the report of [redacted] allegedly being forced to jump through hoops by Southern Response.
- Facebook activity consisted of re-posts of the [redacted] story and an irate post re SR staff by [redacted]
- The YouTube result refers to an unrelated mention of Southern Response.
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

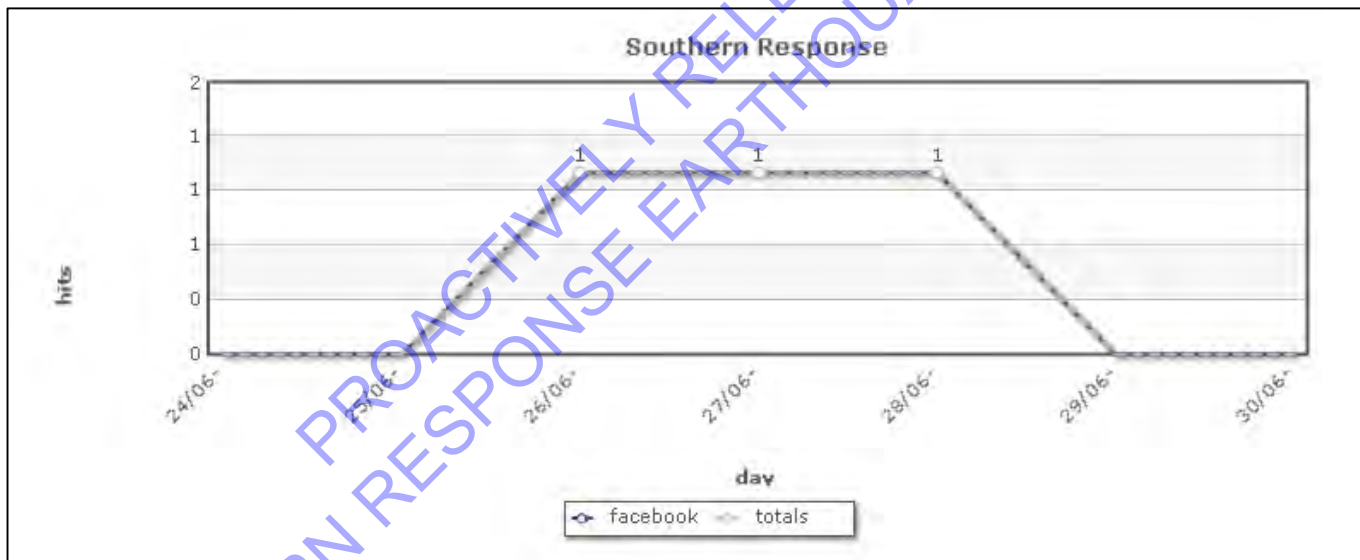
Friday 24 - Thursday 30 June 2016

News Media:



- <http://www.rebuildchristchurch.co.nz/blog/2016/6/southern-response-june-e-newsletter>

Social Media:

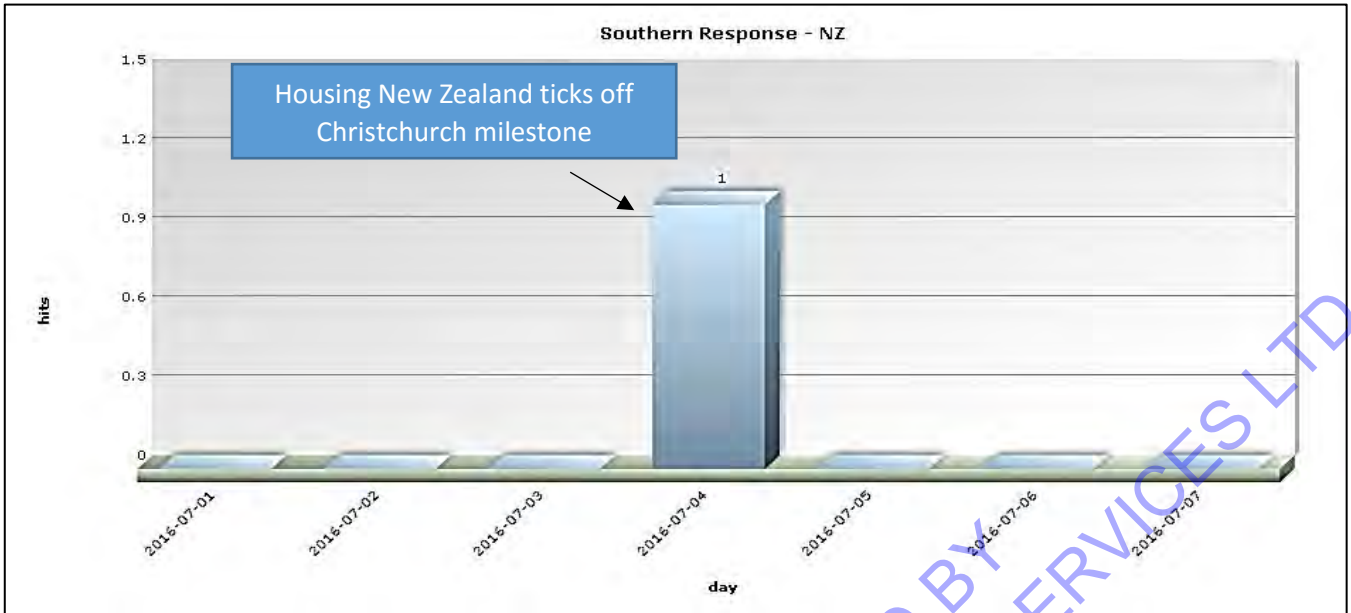


- Southern Response June Newsletter was the only feature in news monitoring this week.
- Facebook activity included a report of parliament debating an additional \$250m for Southern Response and a payment to John Balmforth in 2012.
- EQCfix have announced an official launch event at the Transitional Cathedral on 11 August at 7pm.
- No mention of direct action or protest.

Southern Response Weekly Reporting

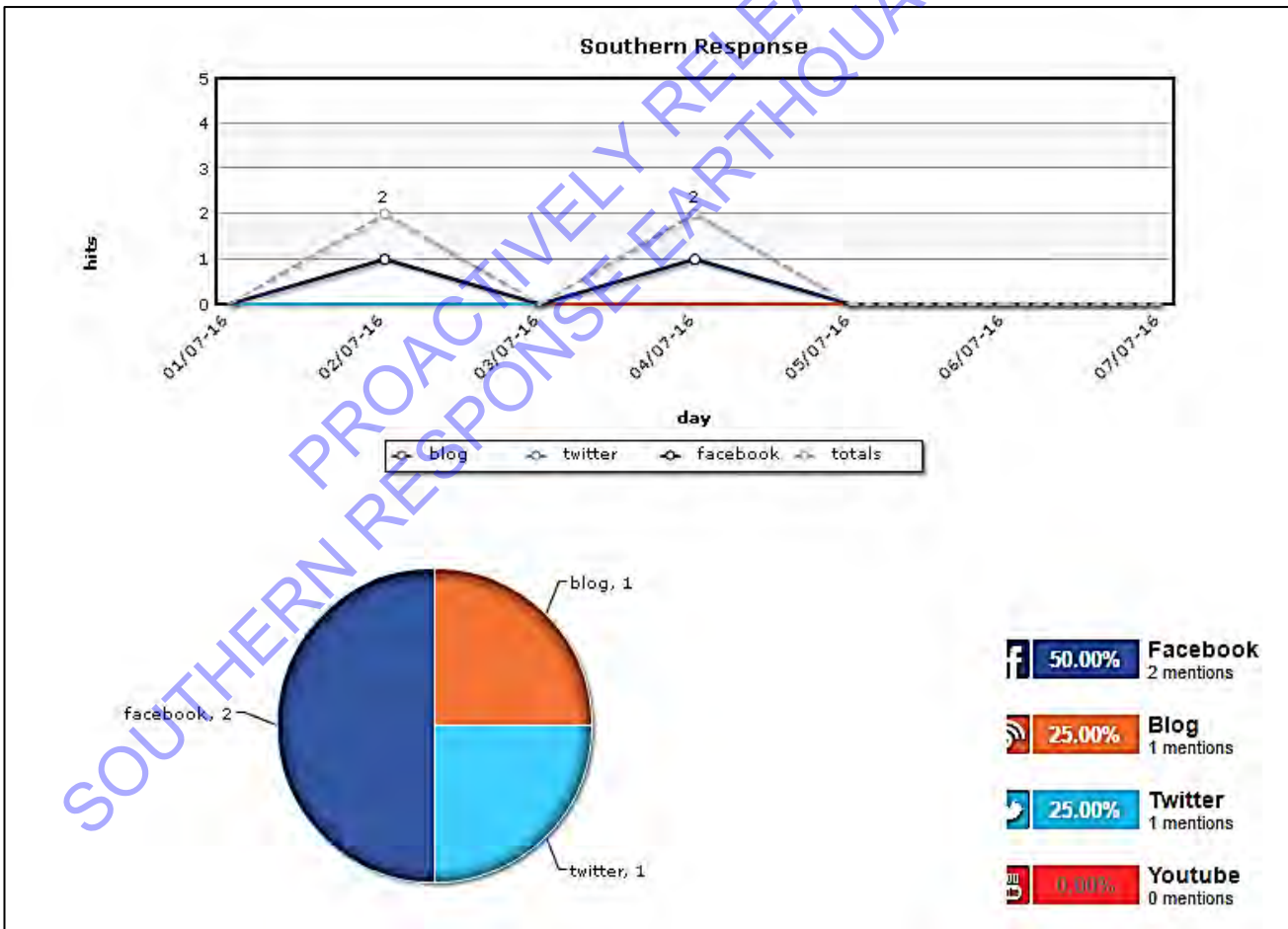
Friday 01 – Thursday 07 July 2016

News Media:



- www.stuff.co.nz/the-press/business/the-rebuild/81639356/housing-nz

Social Media:

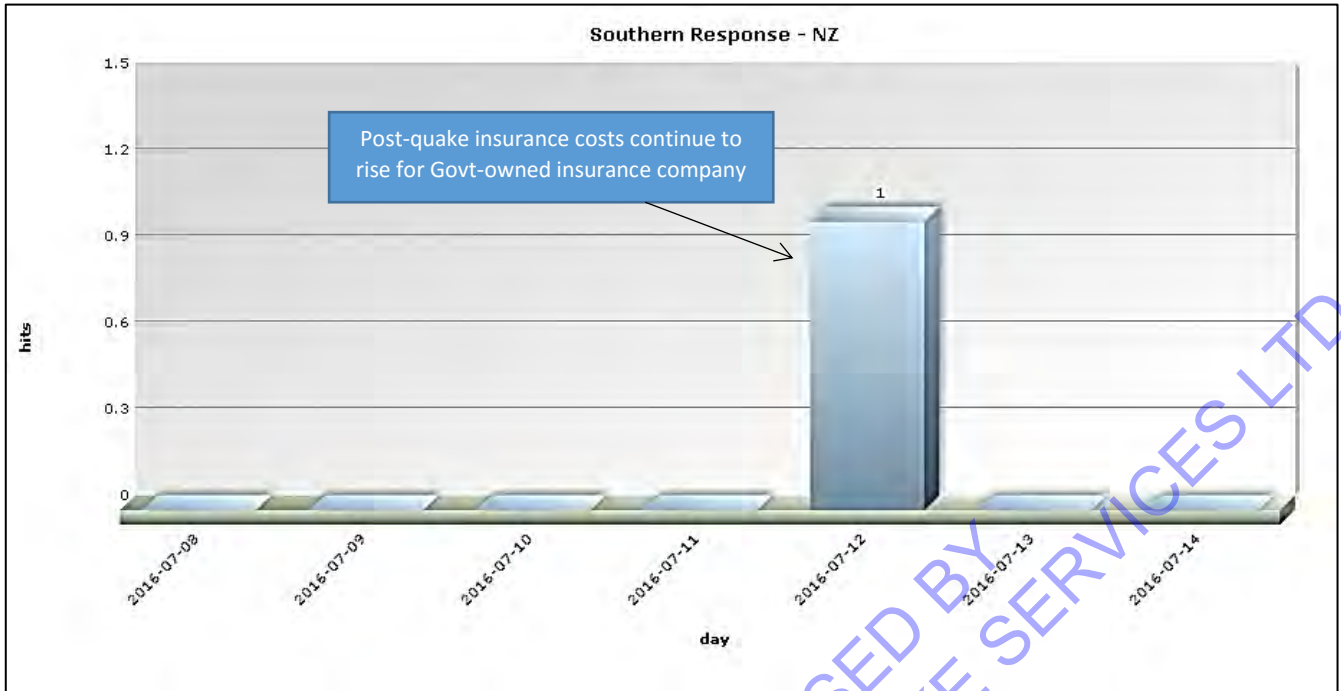


- Social media centred around Earthquake Services Ltd sharing Southern No Response's post of 28 June re additional funding of \$250 million for Southern Response and announcement of launch of EQ Fix on 11 August.

Southern Response Weekly Reporting

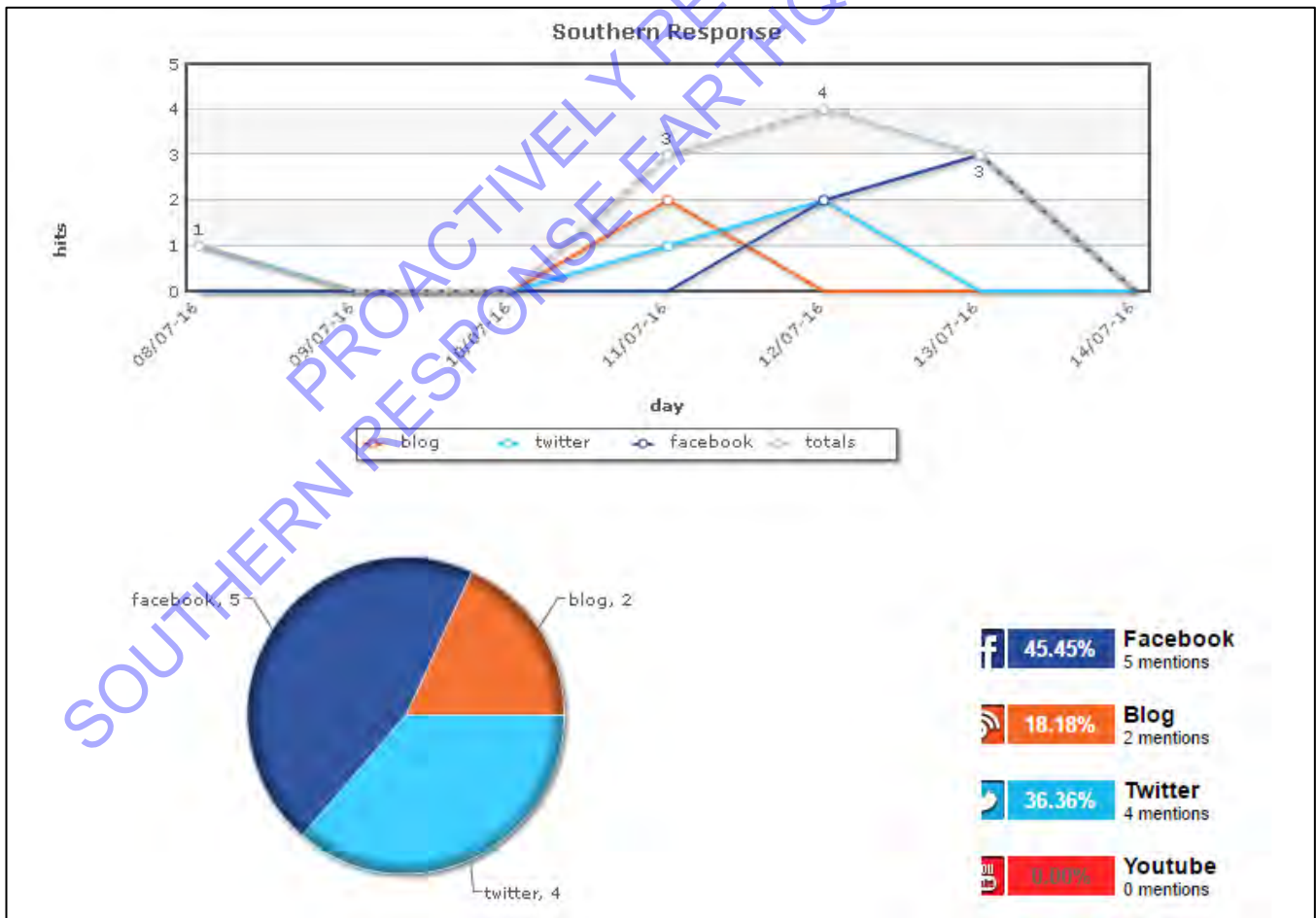
Friday 08 – Thursday 14 July 2016

News Media:



- www.newstalkzb.co.nz/news/national/post-quake-insurance-costs-continue-to-rise-for-govt-owned-insurance-company/

Social Media:

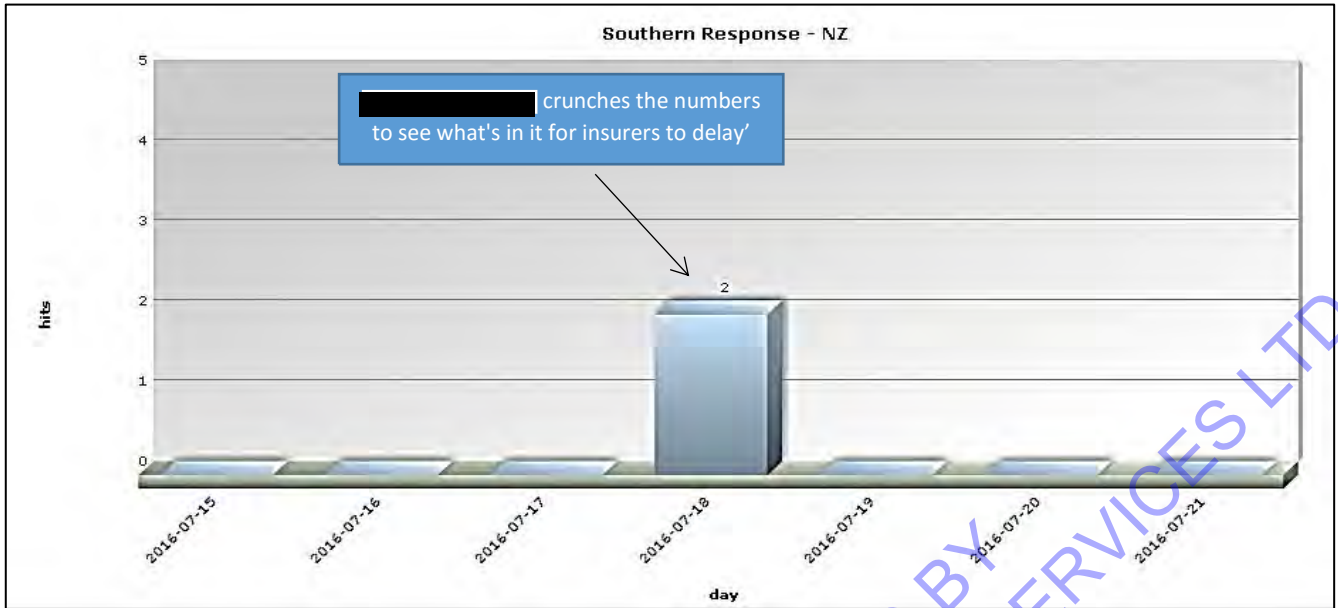


- Social media activity centred around two issues: mainstream media reporting that “post-quake insurance costs continue to rise for Govt-owned insurance company” (5 mentions), and ██████████ “about to file a few sets of proceedings by people that settled claims based on DRAs” (2 mentions) 12 and 13 July (note 3 hits 11 July was a false positive on the name ‘Southern Response’).

Southern Response Weekly Reporting

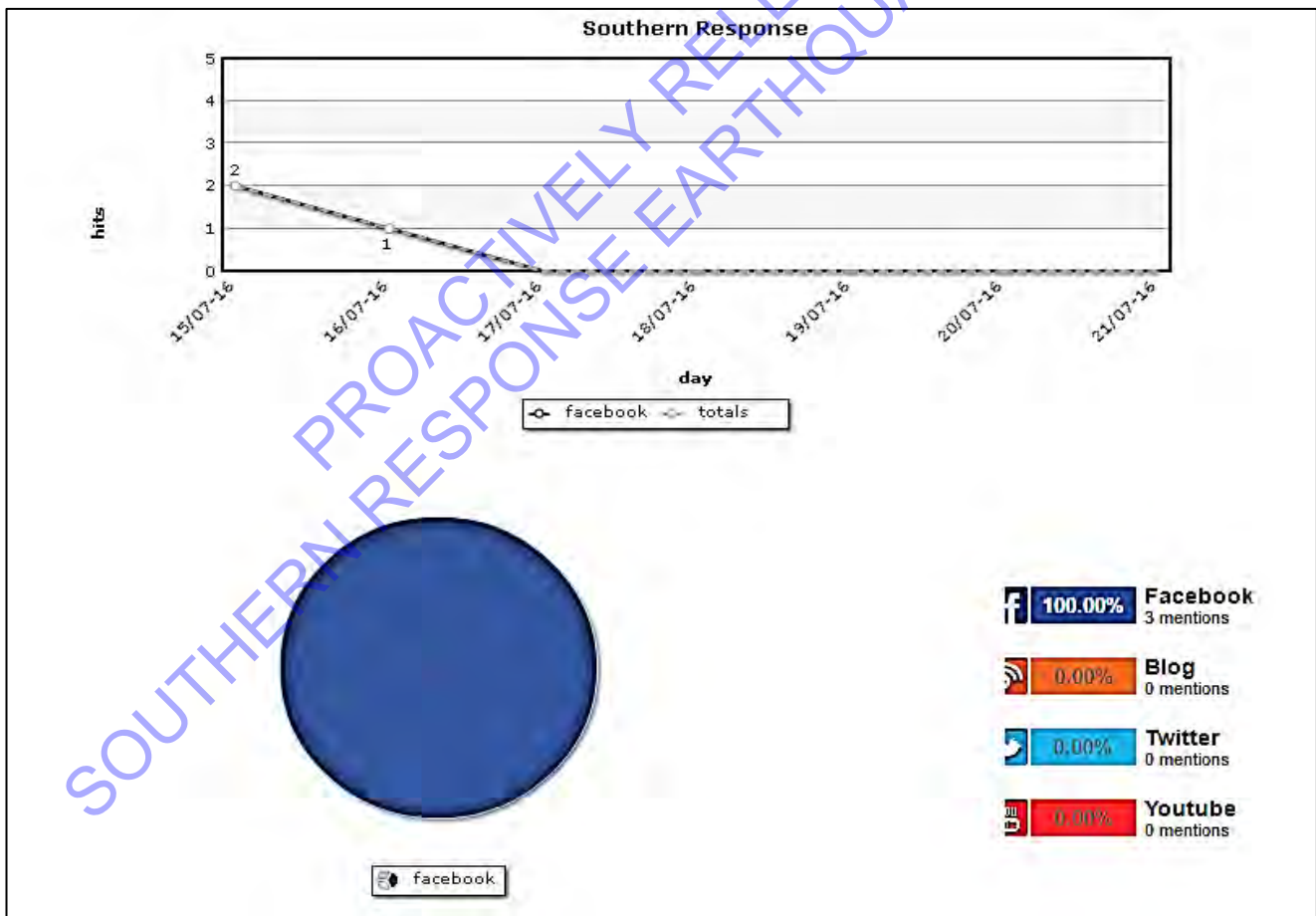
Friday 15 – Thursday 21 July 2016

News Media:



- <http://www.interest.co.nz/insurance/82620/cameron-preston-crunches-numbers-see-whats-it-insurers-delay-settling-canterbury?page=1>

Social Media:

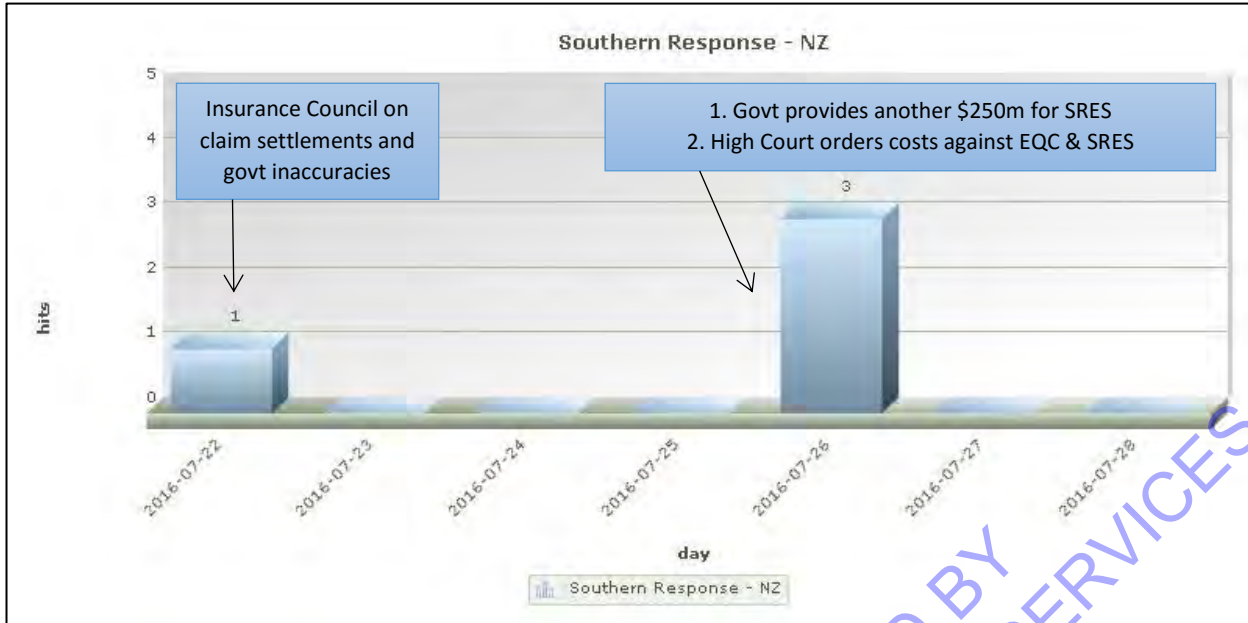


- Social media activity centred around one issue: Southern Response Class Action (Facebook posts 15 and 16 July) and which have been blogged.

Southern Response Weekly Monitoring Report

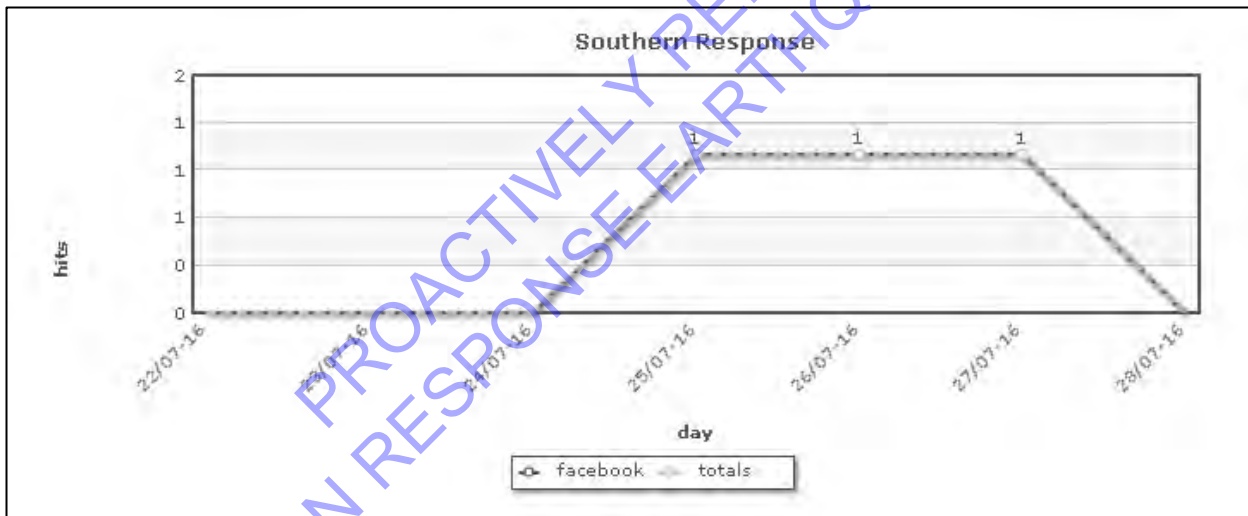
Friday 22 - Thursday 28 July 2016

News Media:



- <http://www.interest.co.nz/opinion/82714/insurance-council-why-its-taking-so-long-quake-claims-be-settled-highlights>
- <http://www.interest.co.nz/insurance/82735/government-throws-another-250m-southern-response-without-calling-anyone-account-amis>
- <http://www.grantshand.co.nz/high-court-orders-costs-eqc-southern-response/>

Social Media:

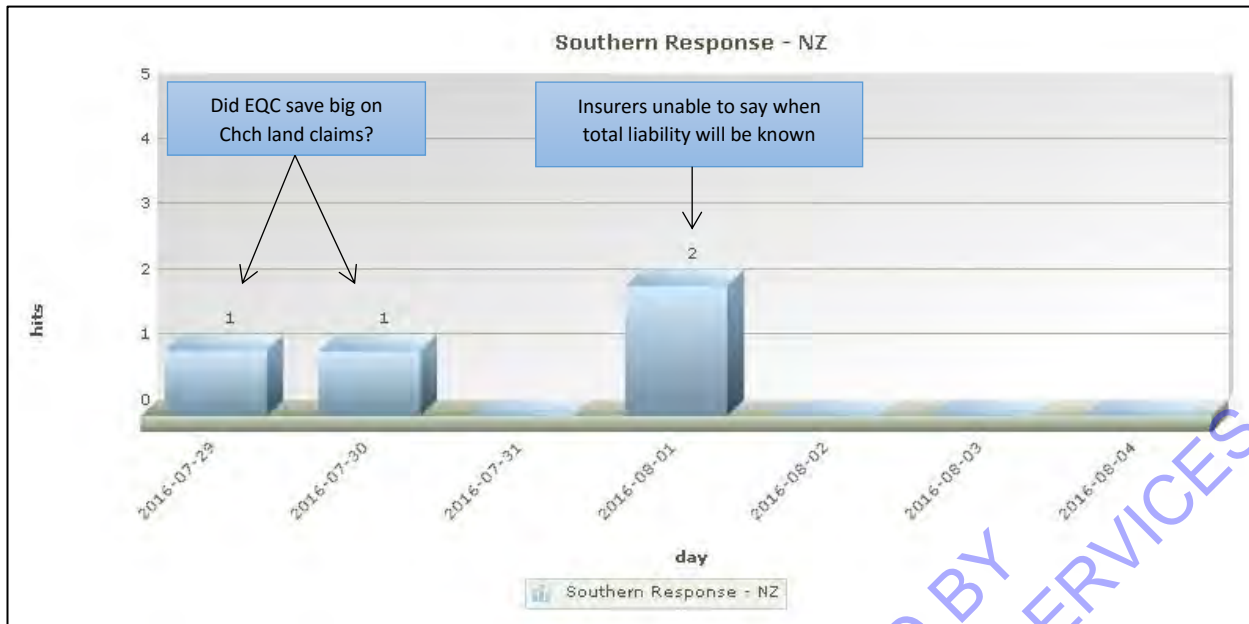


- Two blogs featured on Interest.co.nz comprised the majority of media activity this week.
- Facebook consisted of reposts of the above blogs.
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

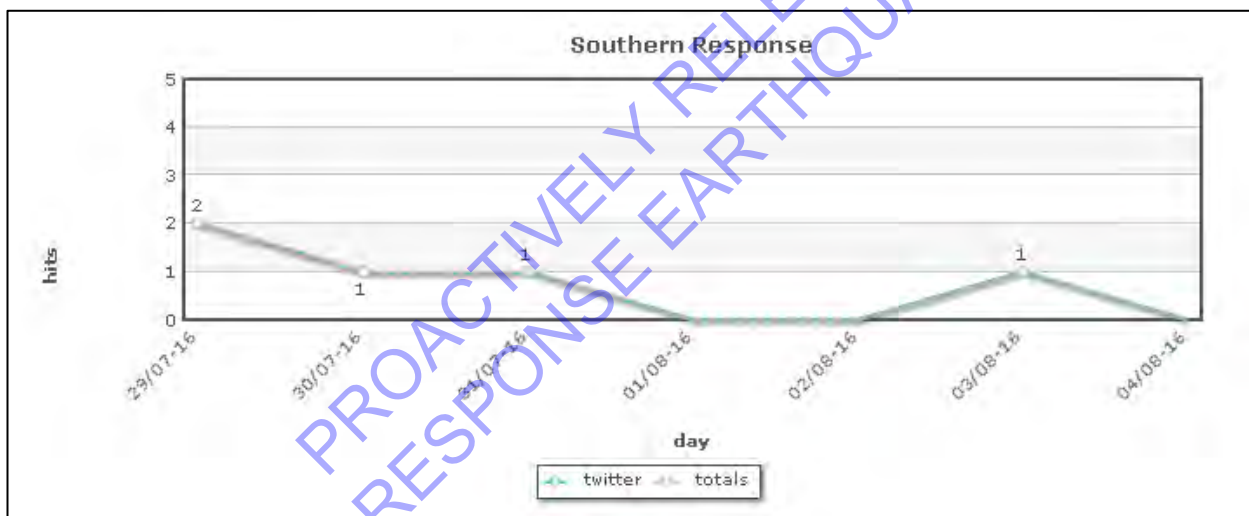
Friday 29 July - Thursday 4 August 2016

News Media:



- <http://www.stuff.co.nz/the-press/news/82612169/Did-EQC-save-big-on-Christchurchs-land-claims>
- <http://www.stuff.co.nz/manawatu-standard/business/82571298/Insurers-unable-to-say-when-liability-from-Canterbury-earthquakes-will-be-known>

Social Media:

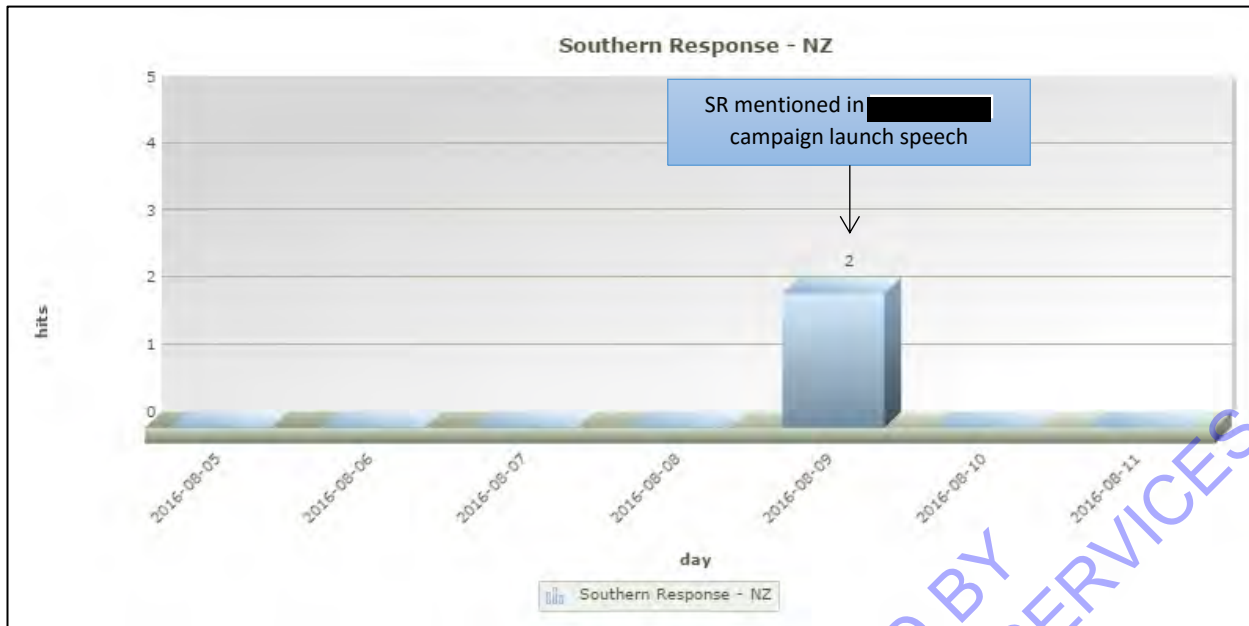


- First article captured contains commentary from [redacted] and [redacted] the second article above features quotes from [redacted]. Both articles are general in nature and do not specifically mention Southern Response except in the public comments section.
- Social media featured retweets of last week's stories on the Twitter site.
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

Friday 5 - Thursday 11 August 2016

News Media:



- [http://www.scoop.co.nz/stories/AK1608/S00302/\[redacted\]-campaign-launch-speech.htm](http://www.scoop.co.nz/stories/AK1608/S00302/[redacted]-campaign-launch-speech.htm)

Social Media:

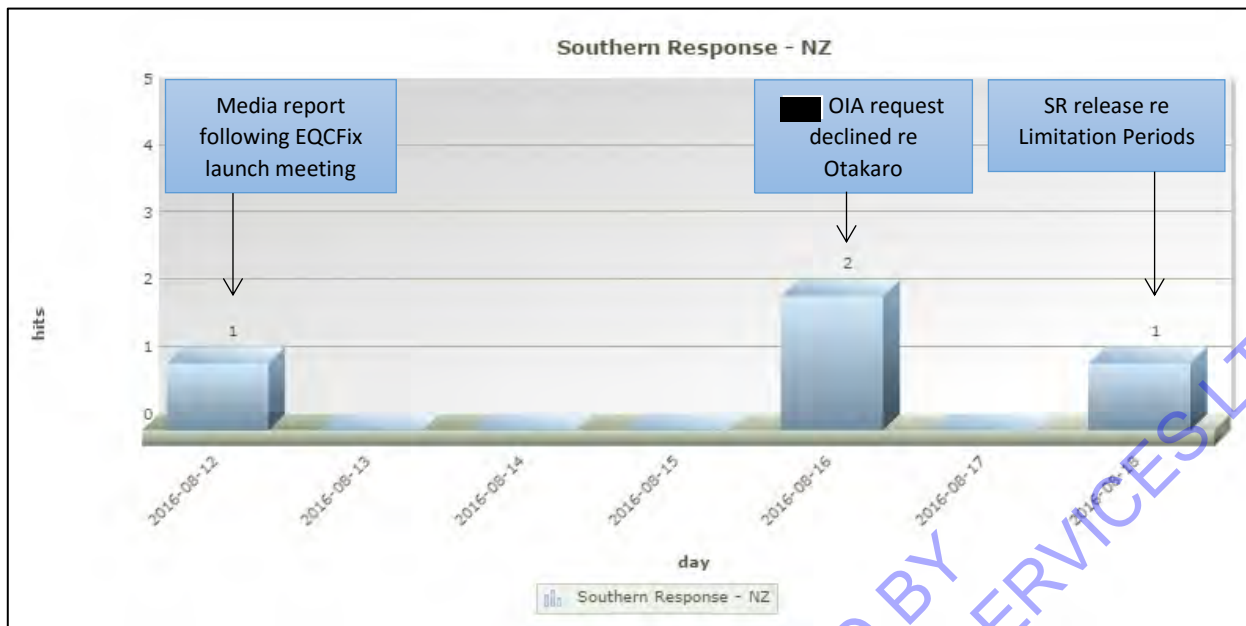


- There was an absence of relevant news capture with direct mentions of Southern Response this week. Results were limited to a brief mention in a local government campaign speech.
- Social media featured a reminder poster in respect of last night's EQCFix meeting (Slides of the meeting have been released this afternoon and will be distributed via the usual channels).
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

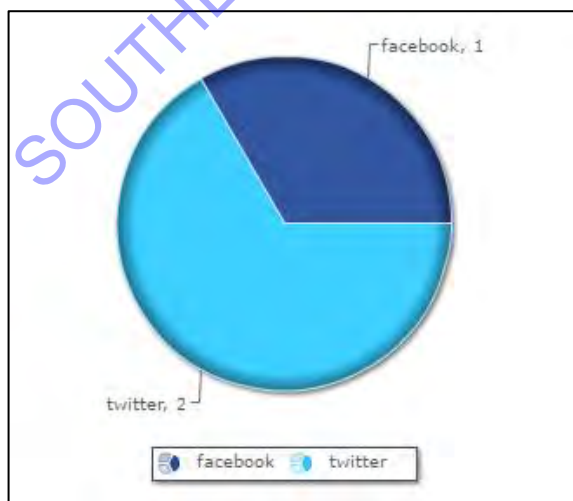
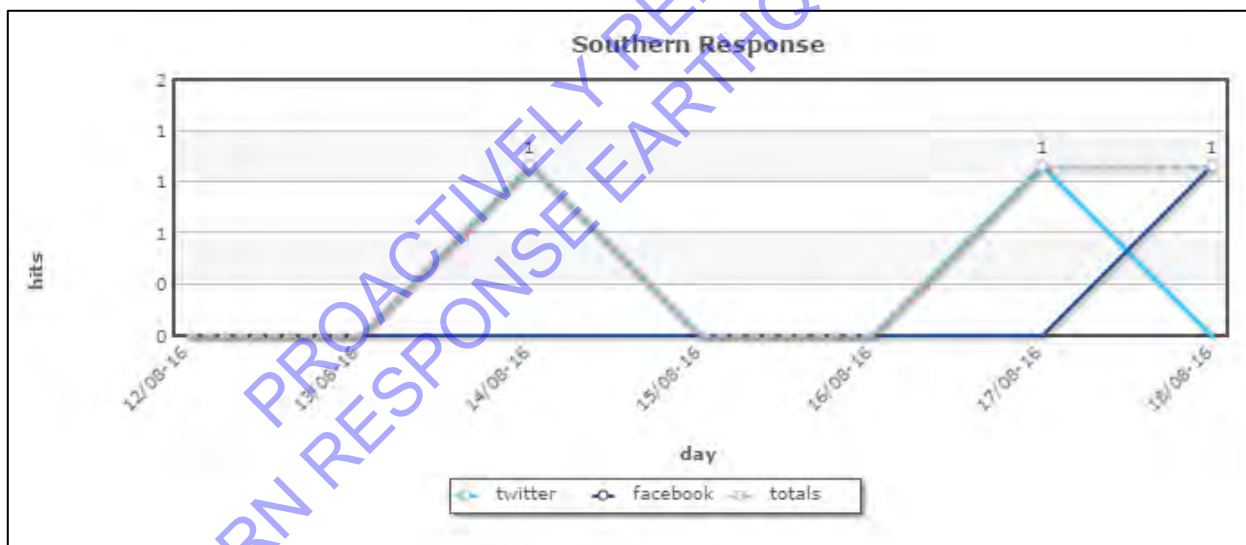
Friday 12 - Thursday 18 August 2016

News Media:



- <http://www.stuff.co.nz/national/politics/83095712/petition-calling-for-eqc-inquiry-considered-by-select-committee>
- <http://www.stuff.co.nz/the-press/business/the-rebuild/82975384/Crown-company-Otakaro-Ltd-not-a-public-office>
- <http://southernresponse.co.nz/news/219-limitation-period-reminder>

Social Media:

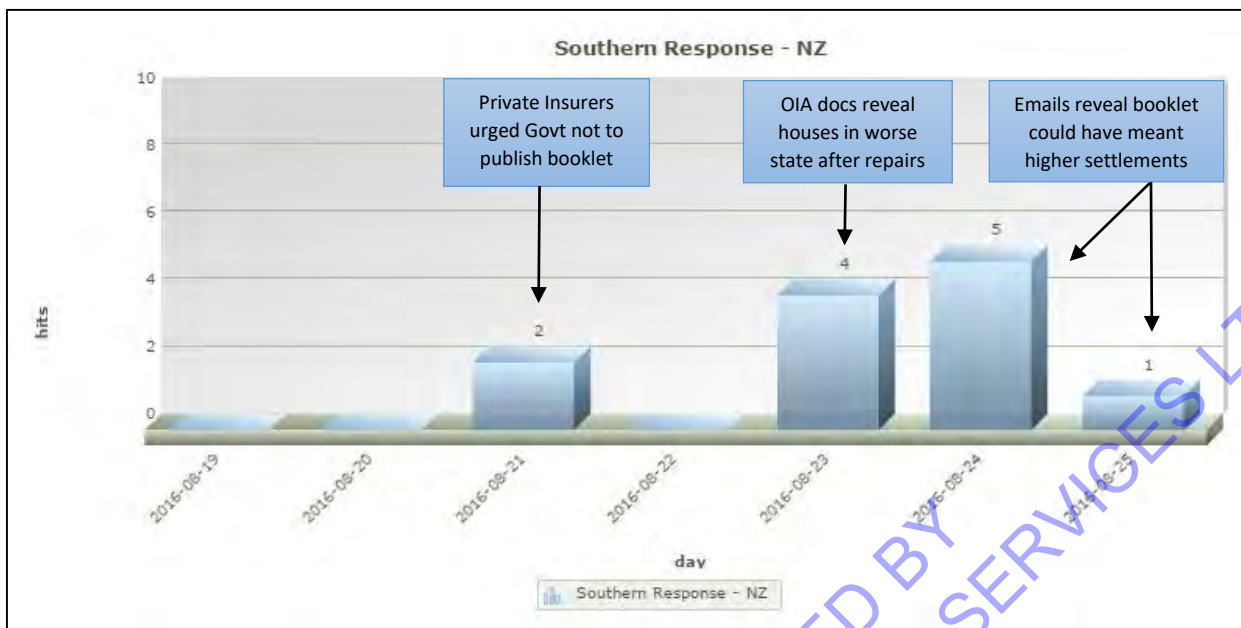


- News media this week included a follow up of the EQCFix launch meeting on 11 August and other minor mentions as linked above.
- Social media pick-up featured unrelated commentary from ██████████ to anti Southern response pages.
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

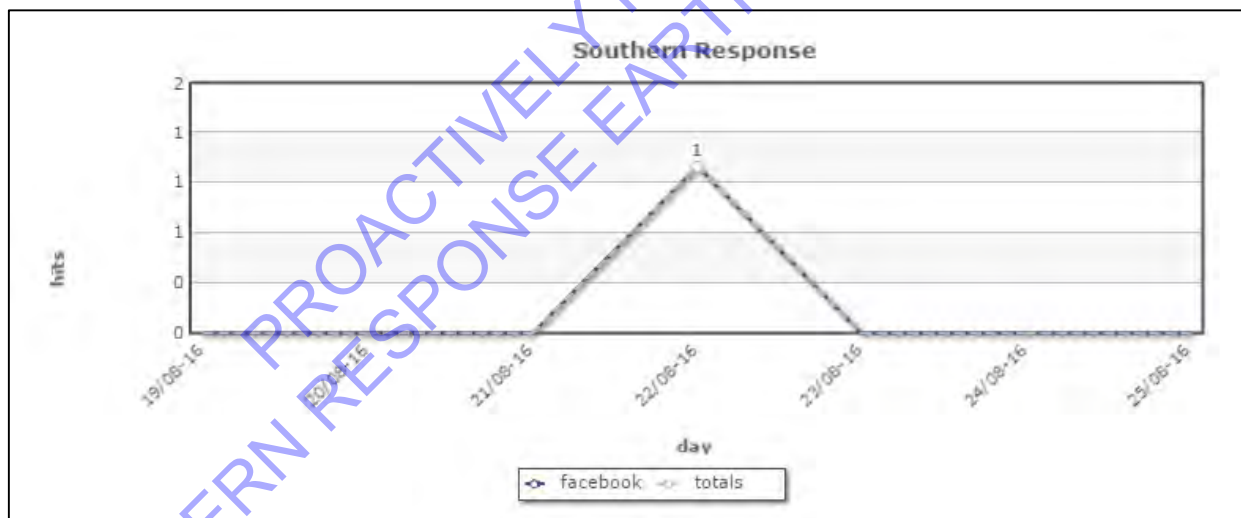
Friday 19 - Thursday 25 August 2016

News Media:



- <http://www.stuff.co.nz/business/83308572/private-insurers-urged-government-not-to-publish-booklet-for-canterbury-homeowners>
- <http://www.radionz.co.nz/national/programmes/thepanel/audio/201813282/some-quake-victims-houses-worse-than-before-rebuild>
- <http://www.newstalkzb.co.nz/news/national/quake-damage-repairs-leaving-homes-in-worse-state/>
- <http://www.scoop.co.nz/stories/PA1608/S00444/emails-reveal-booklet-could-have-meant-higher-settlements.htm>

Social Media:

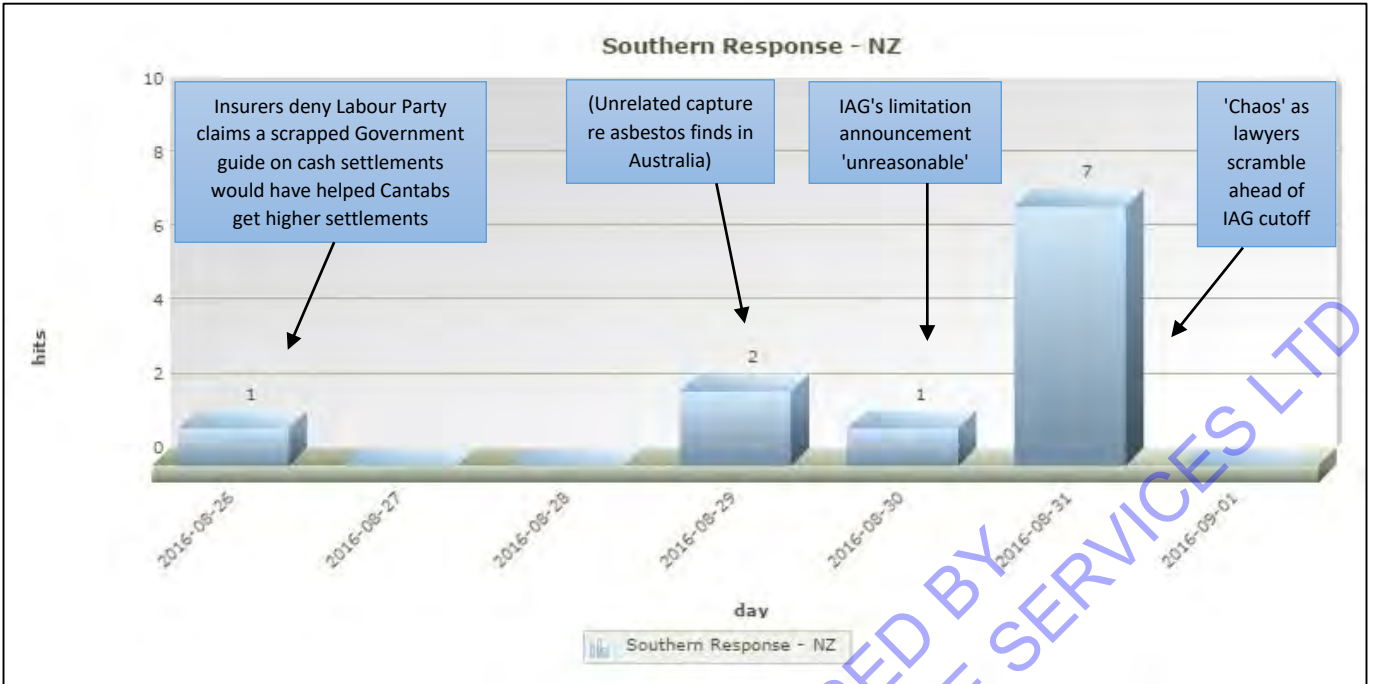


- News media this week was largely around the insurance advice booklet and emails obtained through OIA suggesting reasons why it was scrapped.
- Social media featured Facebook posts re the above story.
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

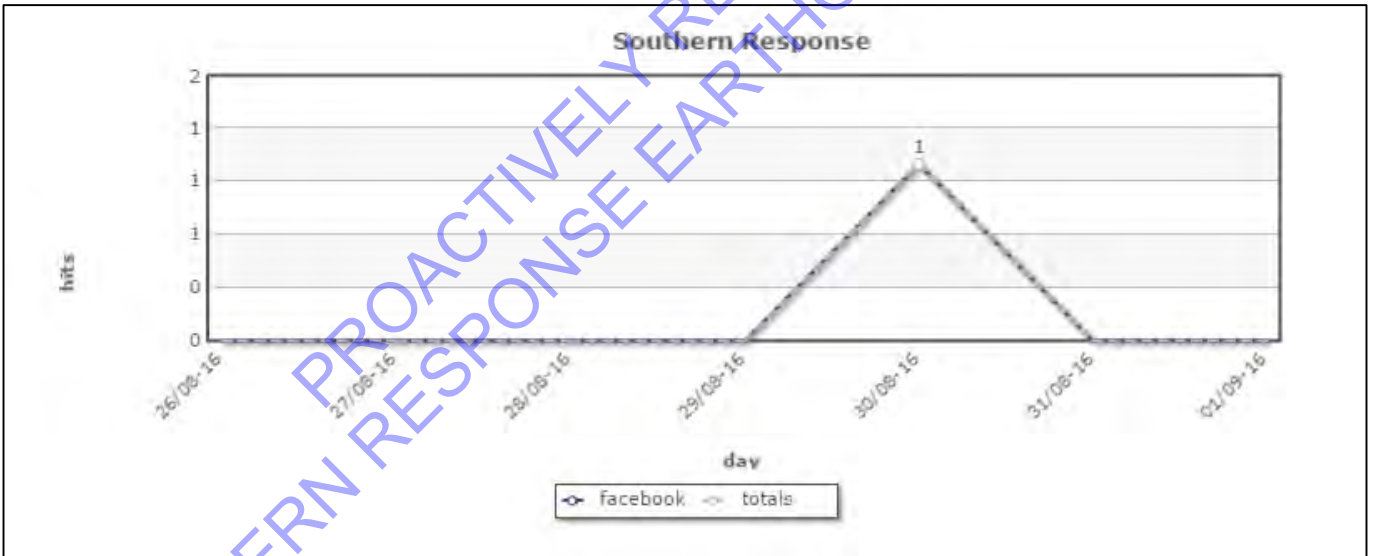
Friday 26 August - Thursday 1 September 2016

News Media:



- <http://www.interest.co.nz/insurance/83268/insurers-deny-labour-party-claims-scrapped-government-guide-cash-settlements-would>
- <http://www.voxy.co.nz/business/5/261537>
- <http://www.stuff.co.nz/manawatu-standard/business/83747426/Chaos-as-lawyers-scramble-ahead-of-IAG-cutoff>

Social Media:

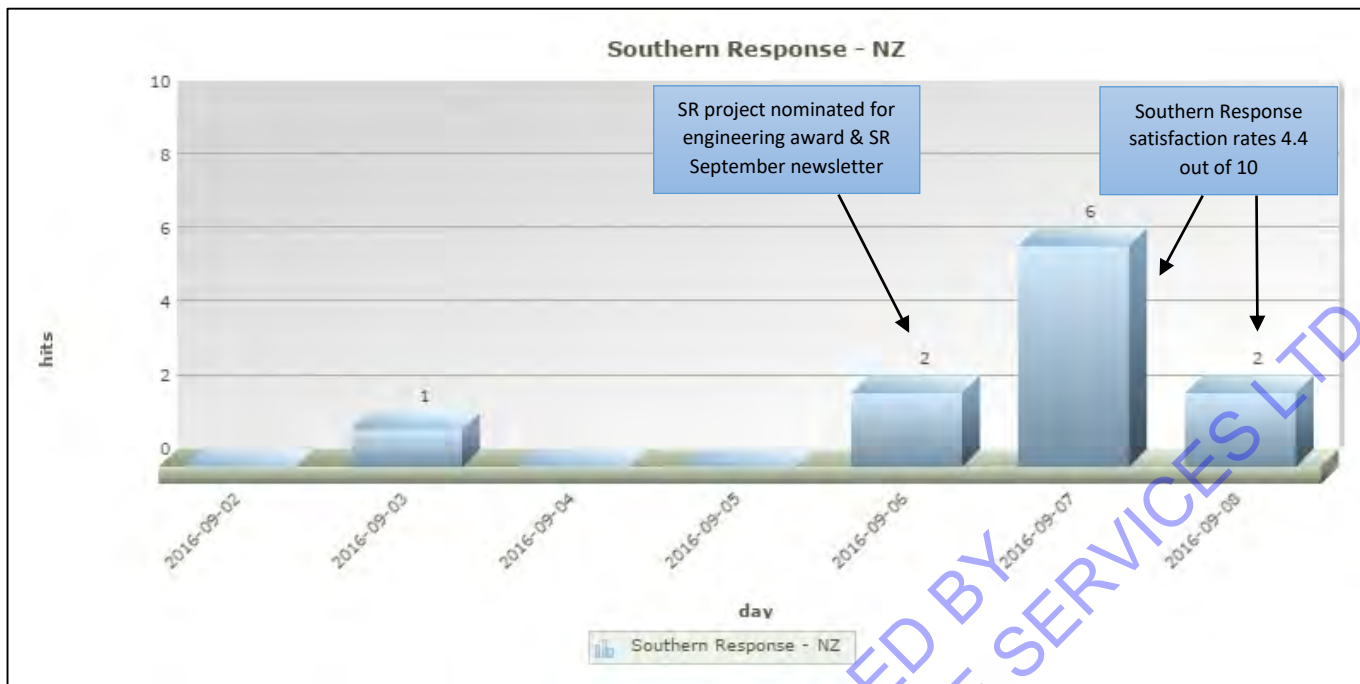


- News media this week was largely around the IAG cut off for filing insurance claims – Southern Response mentioned.
- Social media featured reposts of this news story.
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

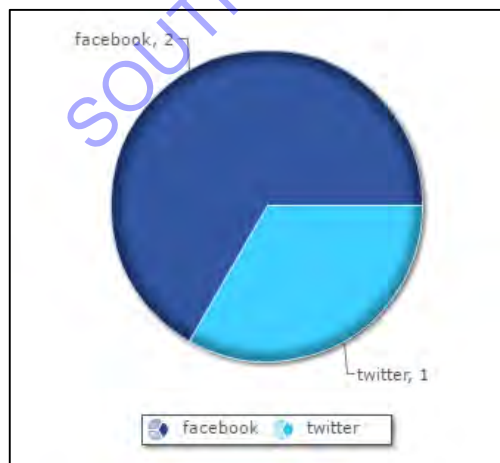
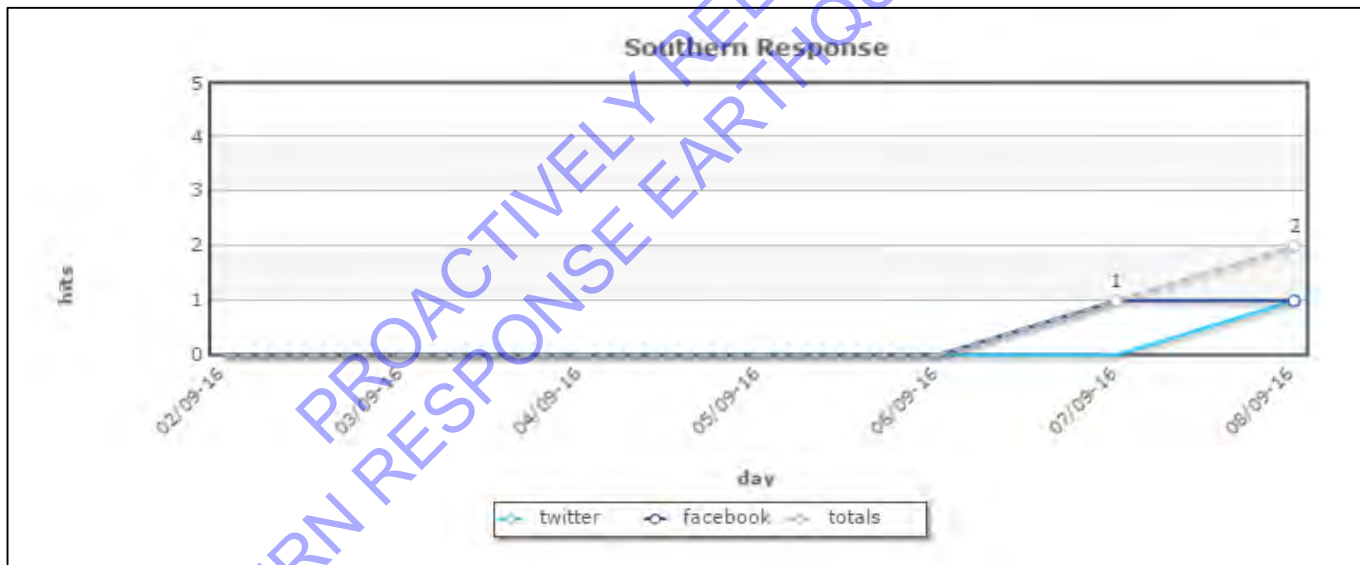
Friday 2 - Thursday 8 September 2016

News Media:



- <http://www.scoop.co.nz/stories/BU1609/S00213/top-major-nz-engineering-projects-were-recognised-at-awards.htm>
- <http://www.stuff.co.nz/business/83944334/southern-response-satisfaction-rating-low-insurer-to-wind-down-canty-operations>

Social Media:

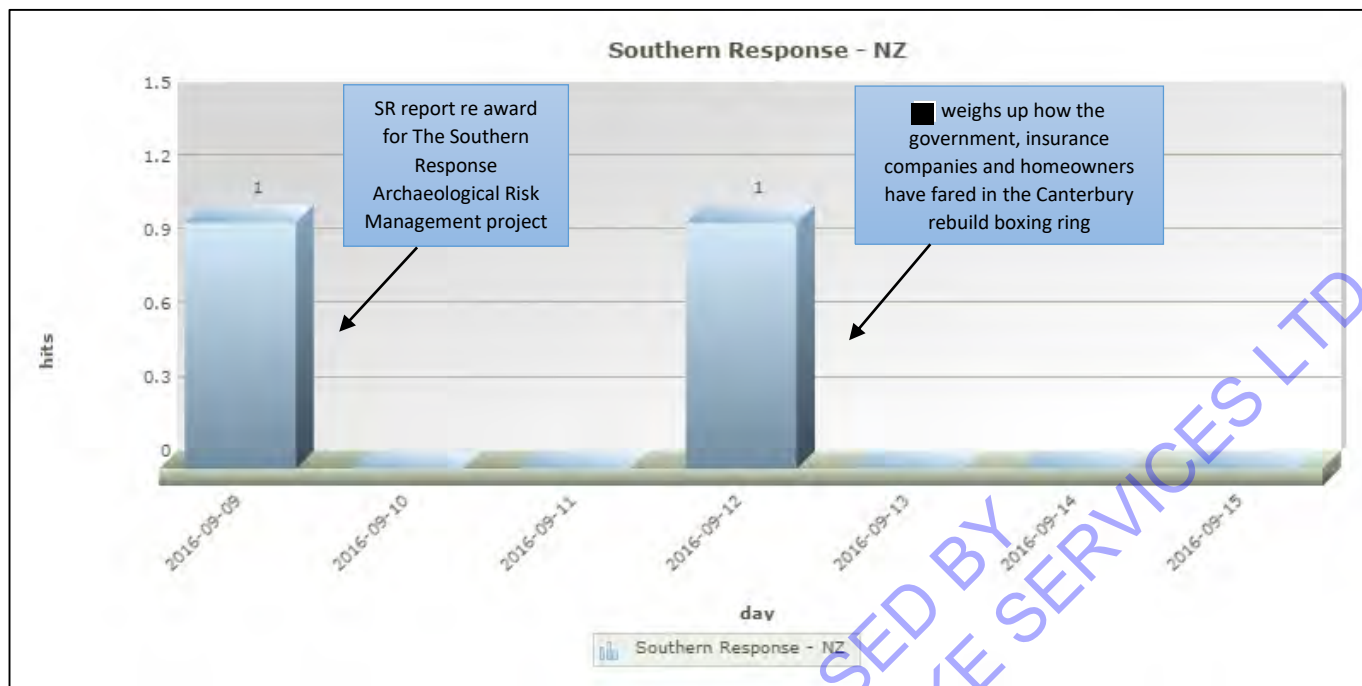


- Main news story of the week was the low customer satisfaction score from the latest SR survey.
- Social media featured reposts of the customer satisfaction story.
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

Friday 9 - Thursday 15 September 2016

News Media:



- <http://www.interest.co.nz/opinion/83522-weighs-how-government-insurance-companies-and-homeowners-have-fared>

Social Media:

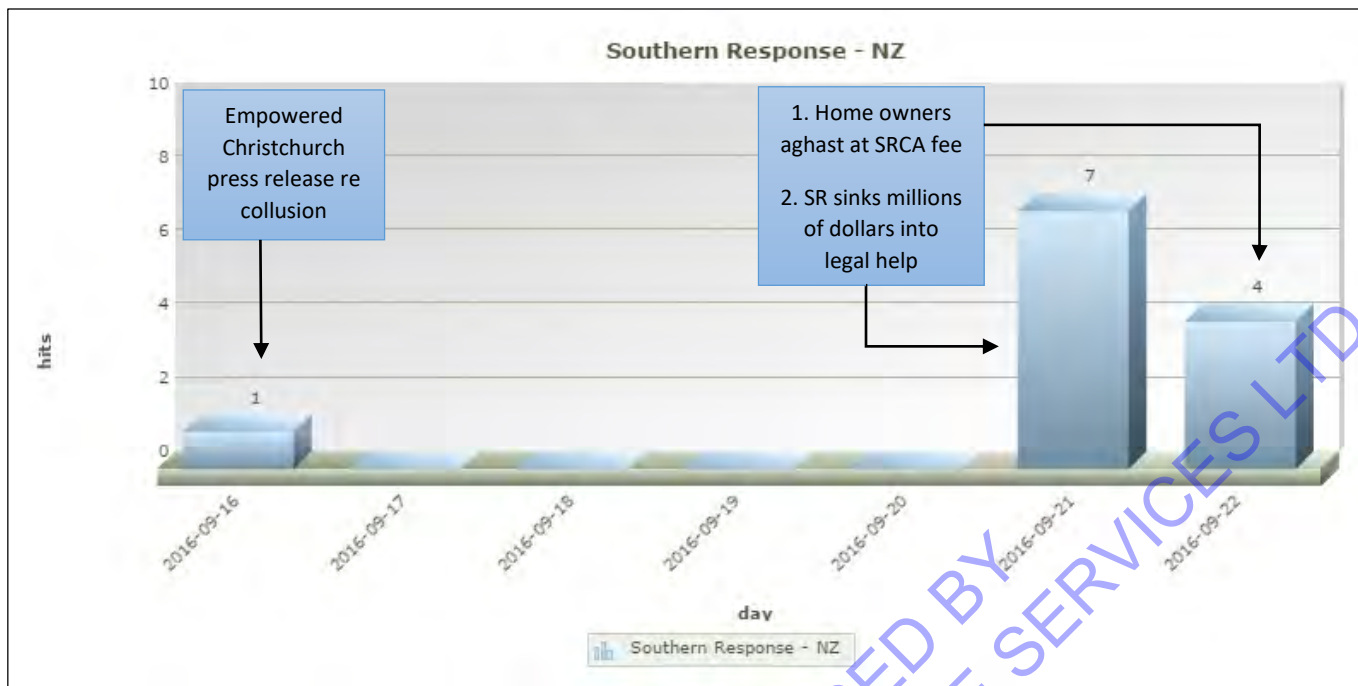
no news is good news

- Main media of the week was a blog from accountant [redacted] (linked above)
- No new posts on SNR Facebook page.
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

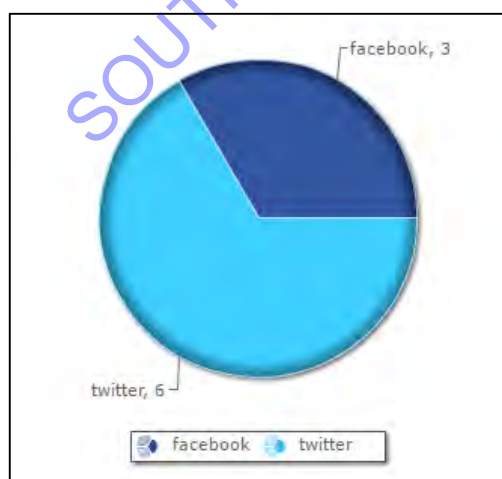
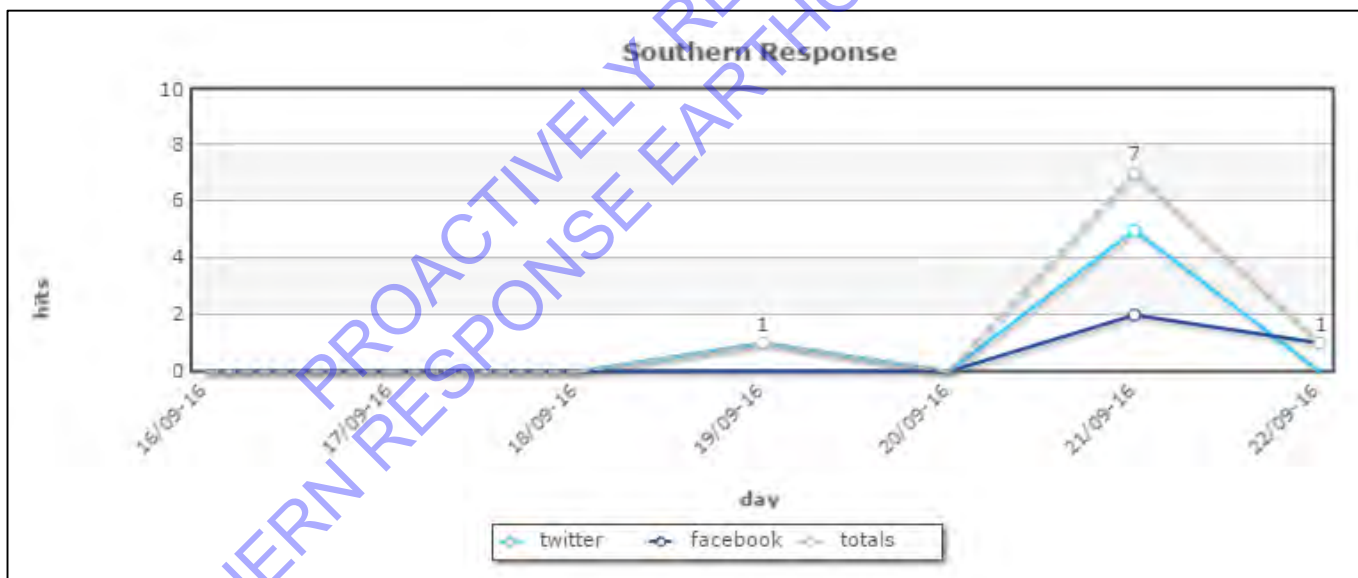
Friday 16 - Thursday 22 September 2016

News Media:



- <http://www.scoop.co.nz/stories/PO1609/S00214/collusion-between-ccc-ecq-and-insurers.htm>
- <http://www.stuff.co.nz/the-press/news/84418909/home-owners-aghast-at-fee-for-southern-response-class-action>
- <http://www.stuff.co.nz/business/84431438/southern-response-sinks-millions-of-dollars-into-legal-help>

Social Media:

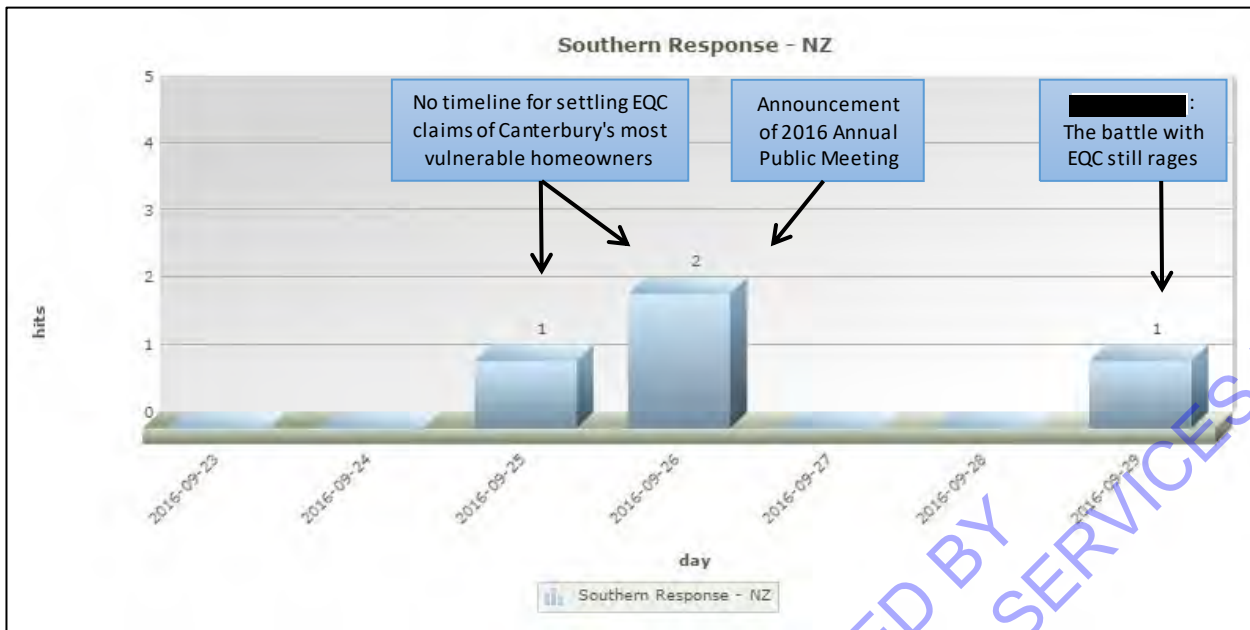


- Main media stories as linked above.
- Social media consisted of reposts and tweets of the main news stories.
- No mention of direct action or protest.

Southern Response Weekly Monitoring Report

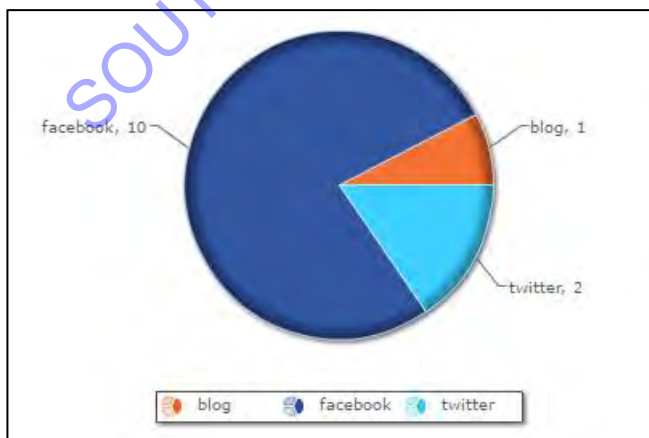
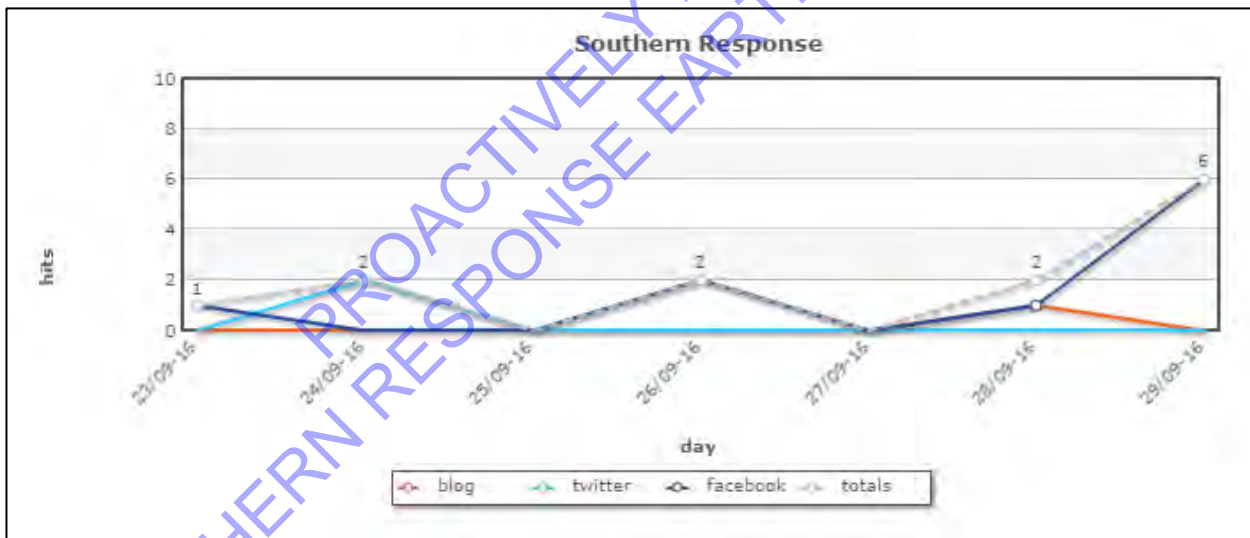
Friday 23 - Thursday 29 September 2016

News Media:



- <http://www.stuff.co.nz/business/84083936/no-timeline-for-settling-eqc-claims-of-canterburys-most-vulnerable-homeowners>
- <http://www.rebuildchristchurch.co.nz/blog/2016/9/southern-response-2016-annual-public-meeting>
- http://www.nzherald.co.nz/nz/news/article.cfm?c_id=1&objectid=11719369

Social Media:

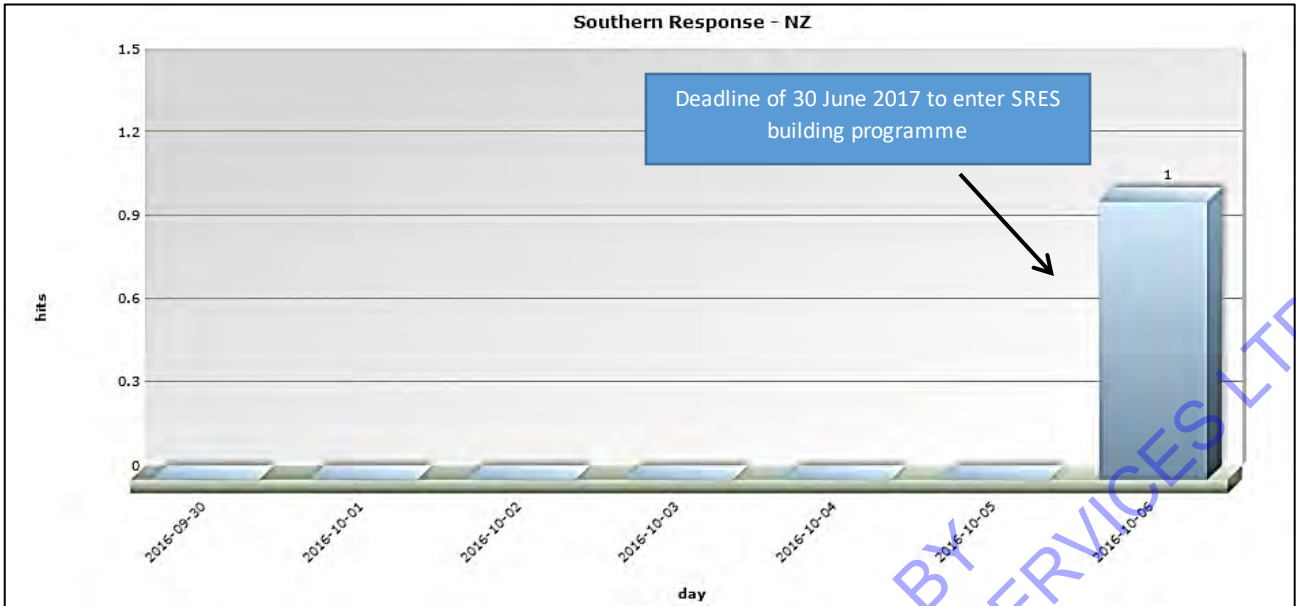


- Main media stories as linked above.
- Social media consisted of reposts and tweets of the main news stories, including continued coverage of last week's stories.
- Whilst it will be covered in next week's report, SNR have today indicated that there will be 'fireworks' at the Southern Response Annual Public Meeting on 7 October and encouraged people to 'just turn up'.

Southern Response Weekly Reporting

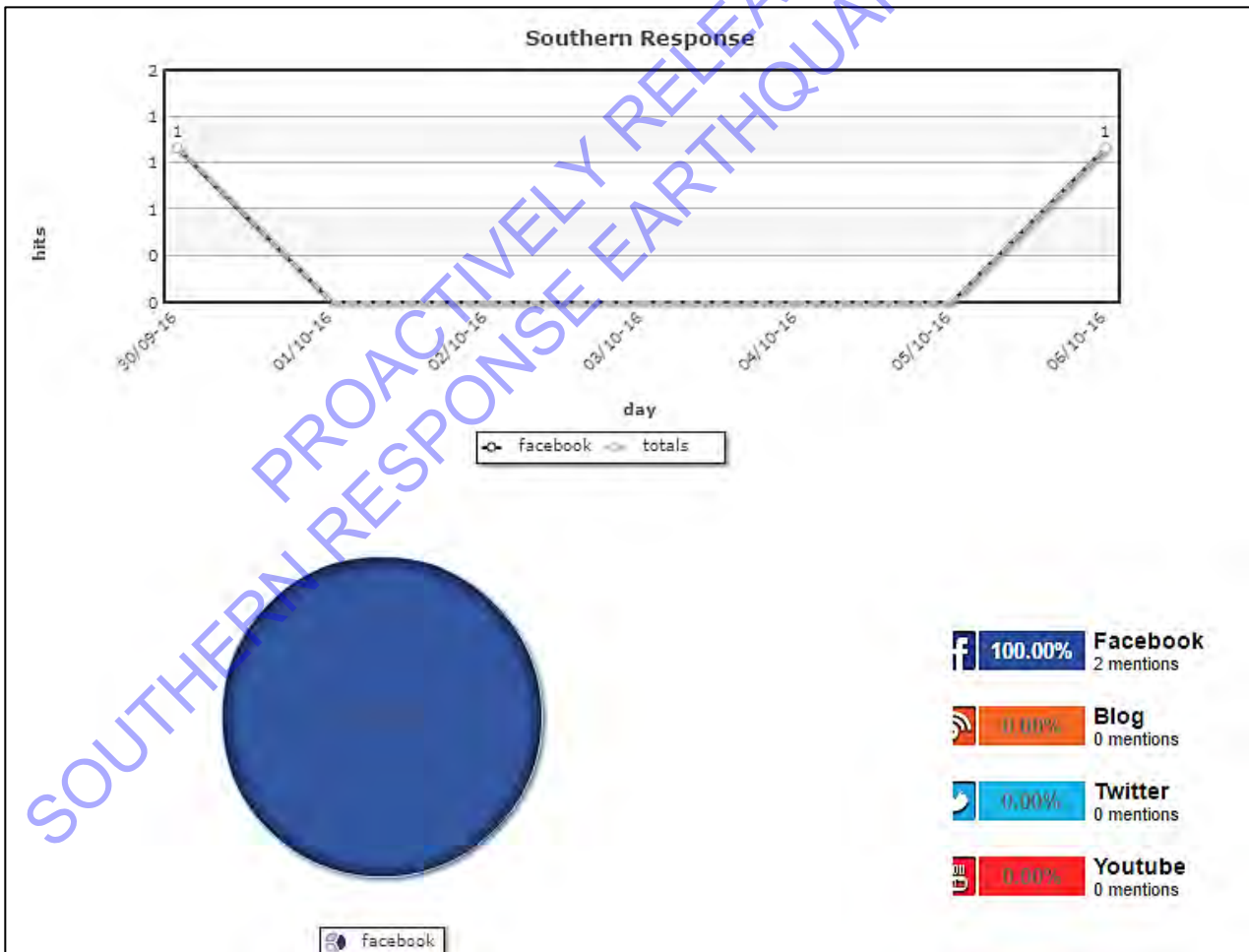
Friday 30 September - Thursday 06 October 2016

News Media:



- <http://www.rebuildchristchurch.co.nz/blog/2016/10/southern-response-announcement-construction-programme>

Social Media:

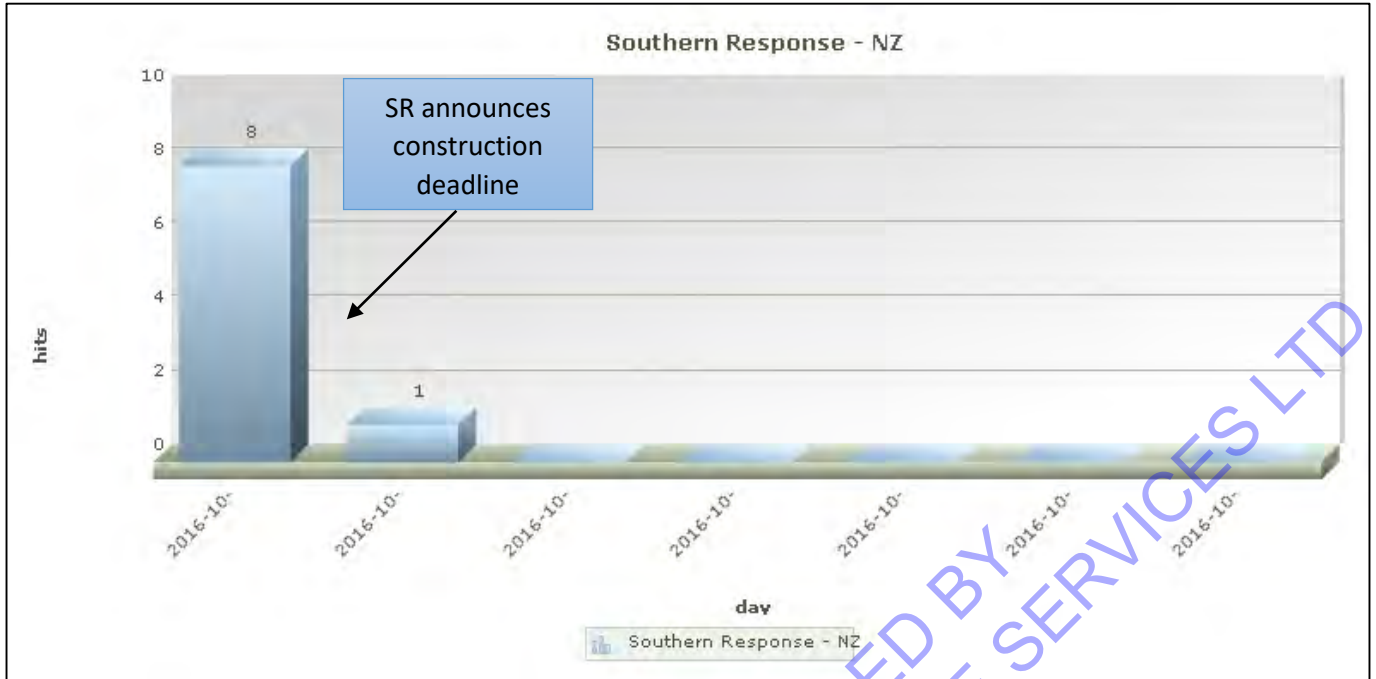


- Social media activity centred around two Facebook posts by issue motivated groups advertising the Southern Response Annual Public Meeting.

Southern Response Weekly Monitoring Report

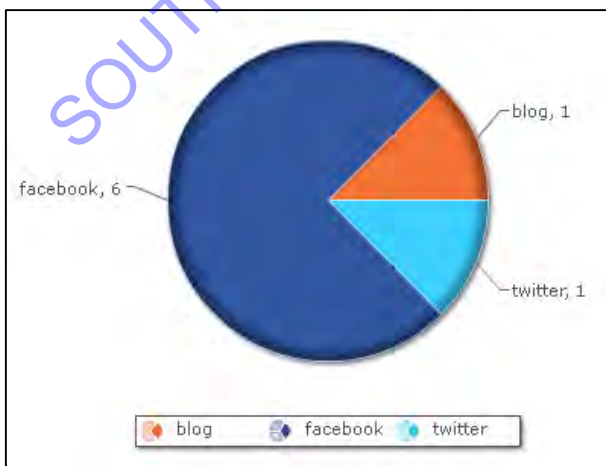
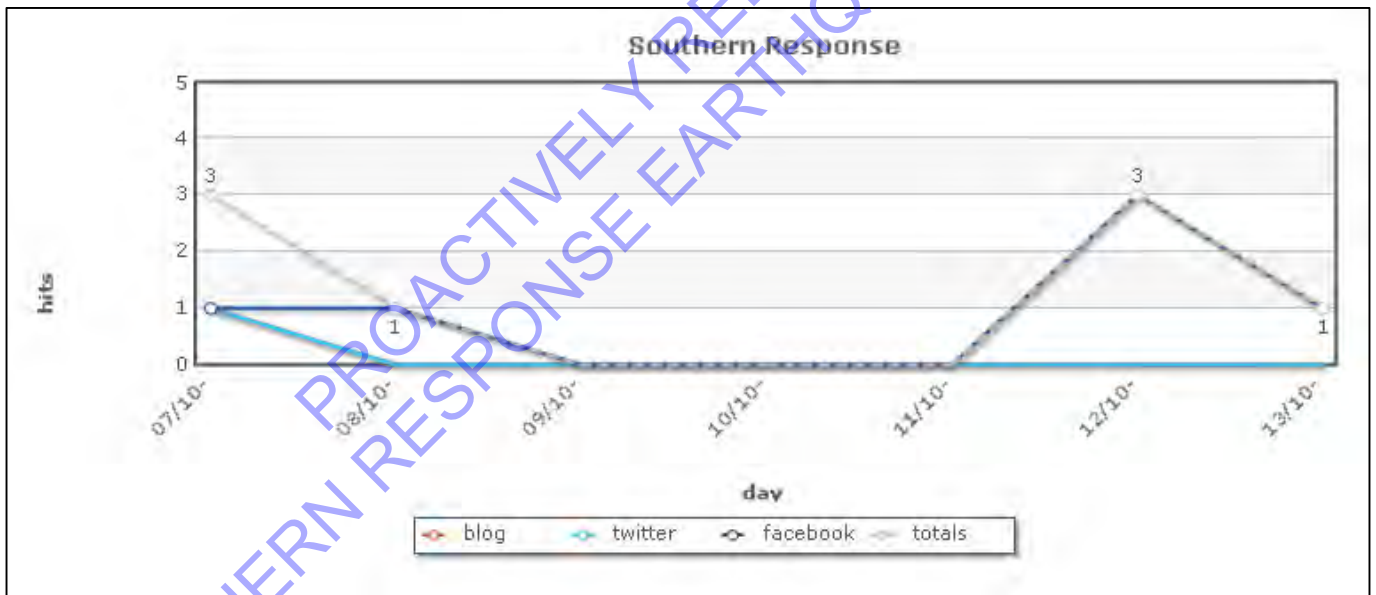
Friday 7 - Thursday 13 October 2016

News Media:



- <http://www.scoop.co.nz/stories/BU1610/S00211/southern-response-announces-construction-deadline.htm>

Social Media:

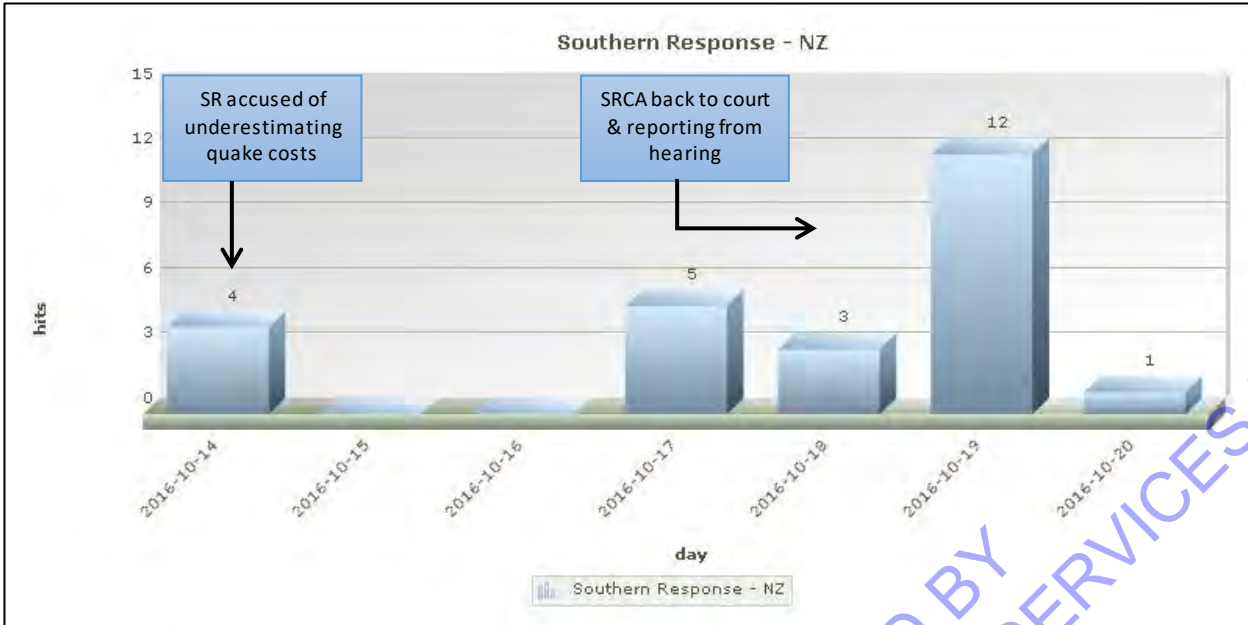


- Main media story was around SRES announcement of construction deadline for final stage.
- Social media consisted of reposts and tweets of above news media & re SRCA going back to court on 19 October.
- No indication of direct action or protest

Southern Response Weekly Monitoring Report

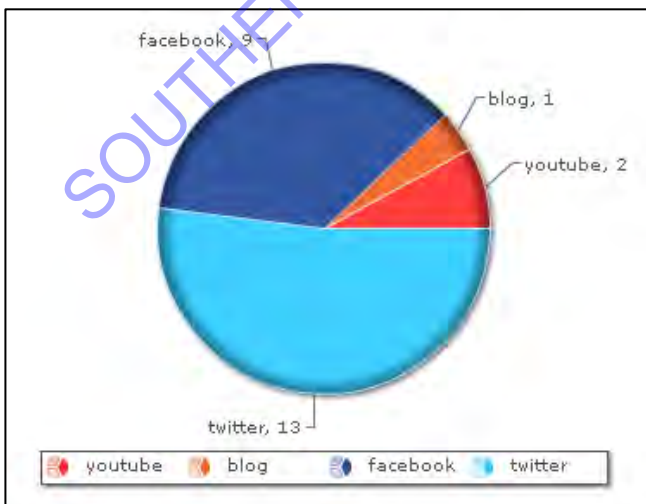
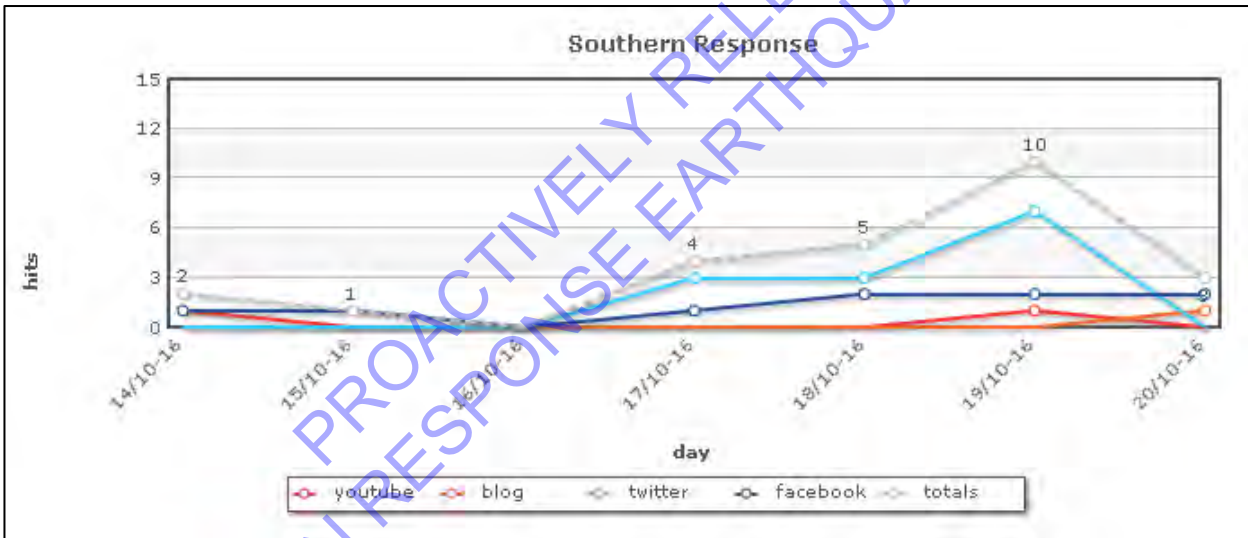
Friday 14 - Thursday 20 October 2016

News Media:



- <http://www.radionz.co.nz/national/programmes/checkpoint/audio/201820051/southern-response-accused-of-underestimating-quake-costs>
- <http://www.stuff.co.nz/the-press/news/85425518/Class-action-against-Southern-Response-in-court-again>
- <http://www.stuff.co.nz/the-press/business/the-rebuild/85513699/Southern-Response-had-plan-to-under-deliver-claimants-say>

Social Media:

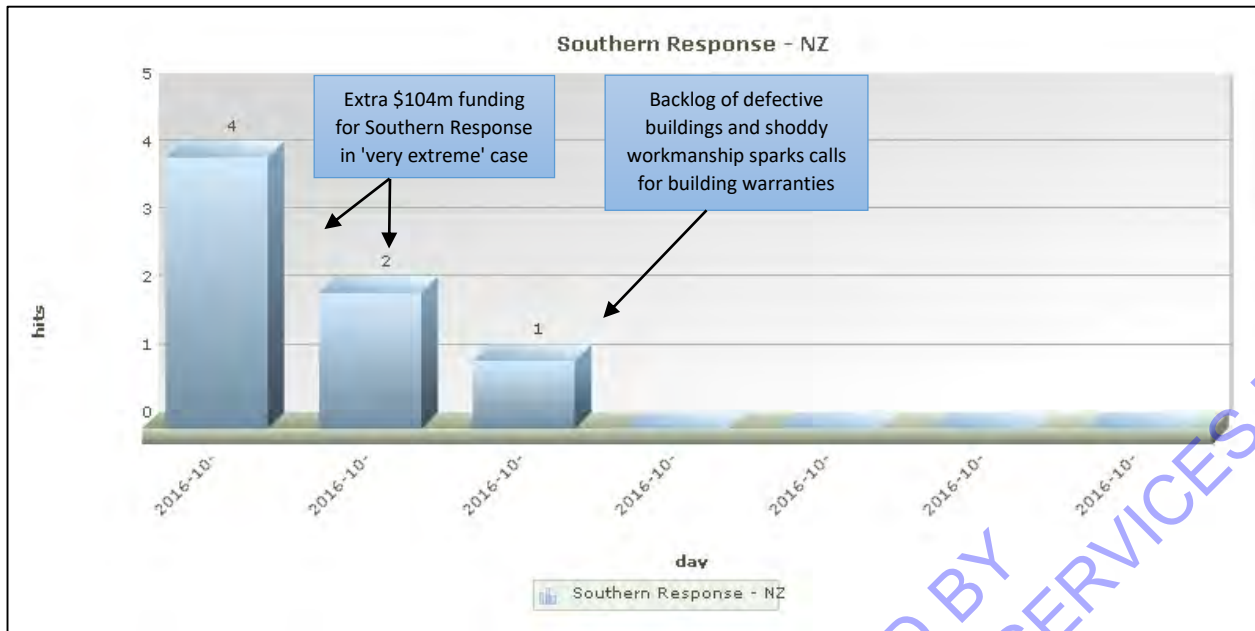


- Main media story was in relation to SR allegedly underestimating quake costs and, of course, the return of the SRCA to the Chch High Court
- Lots of reposts and tweets re SRCA going back to court on 19 October on social media this week.
- No indication of direct action or protest

Southern Response Weekly Monitoring Report

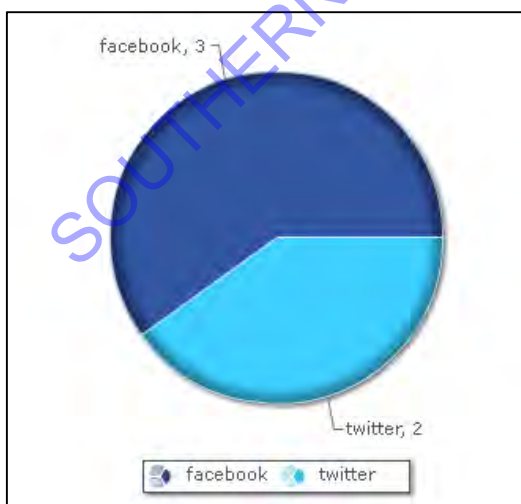
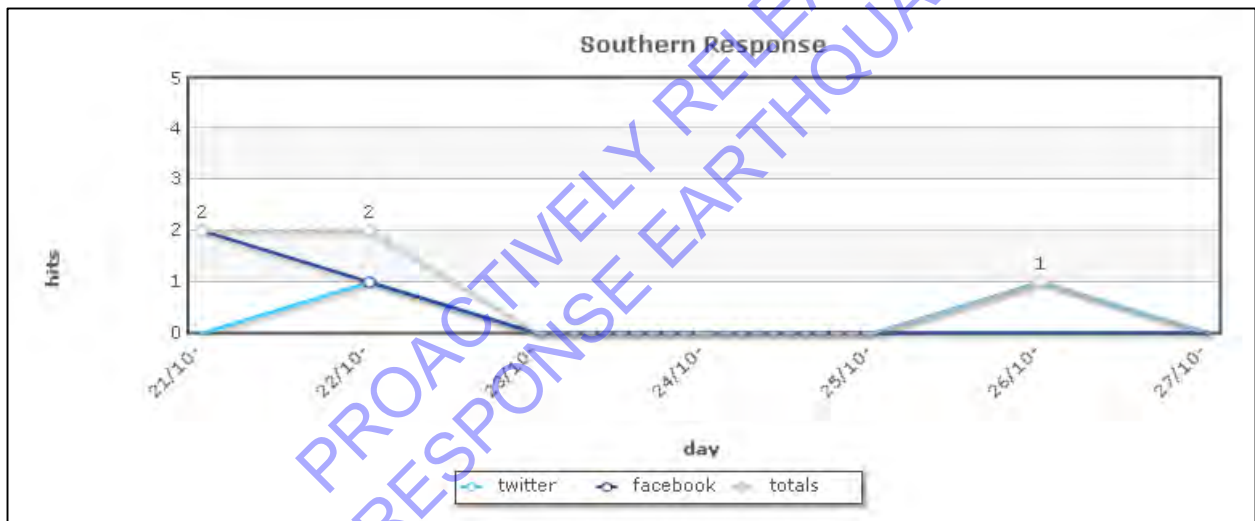
Friday 21 - Thursday 27 October 2016

News Media:



- <http://www.stuff.co.nz/business/85496391/extra-104m-for-crownowned-southern-response-in-very-extreme-case>
- <http://www.stuff.co.nz/business/industries/84610272/vetting-problems-poor-repair-strategies-create-backlog-of-defective-repairs-in-canterbury>

Social Media:

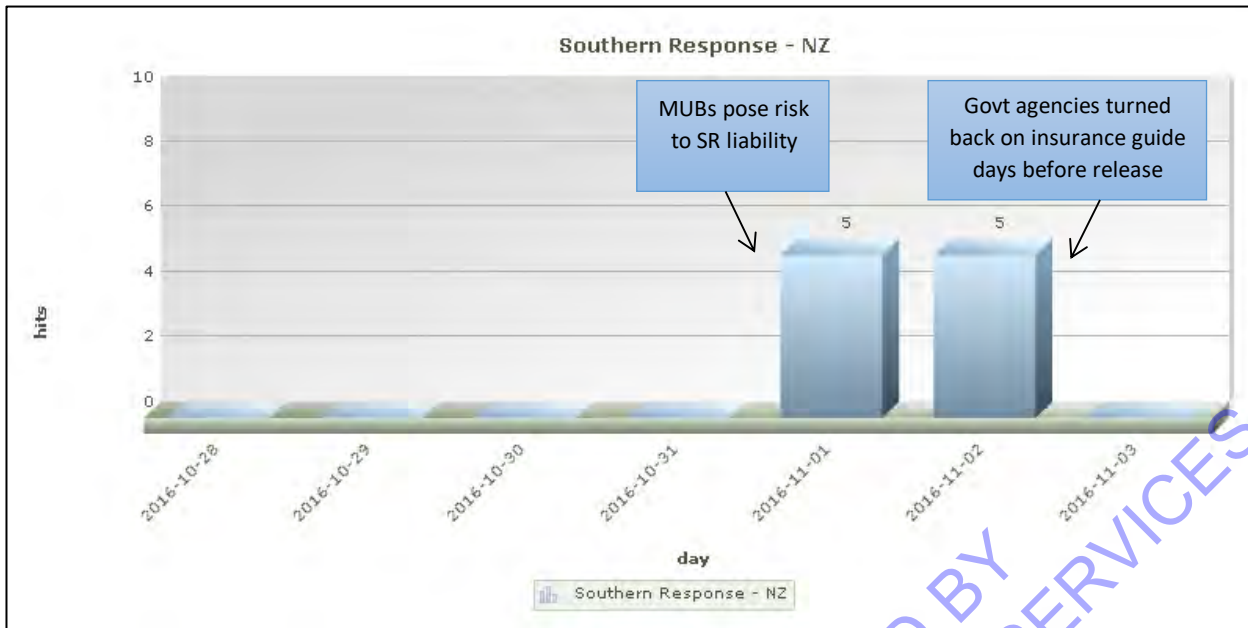


- Main media story was in relation to SR additional funding as per above link.
- Social media consisted of reposts and tweets of the above stories.
- No indication of direct action or protest

Southern Response Weekly Monitoring Report

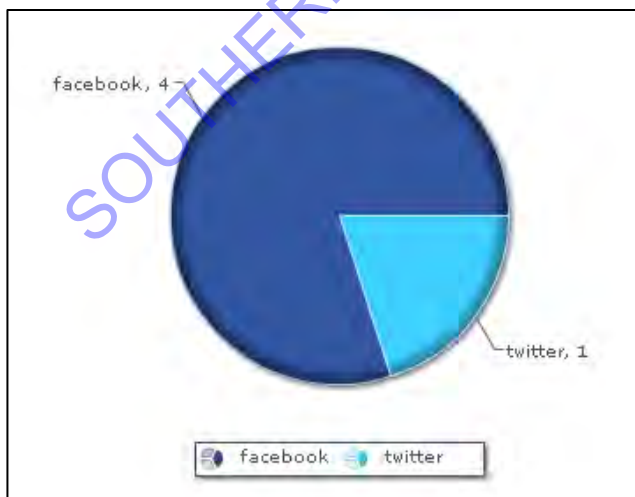
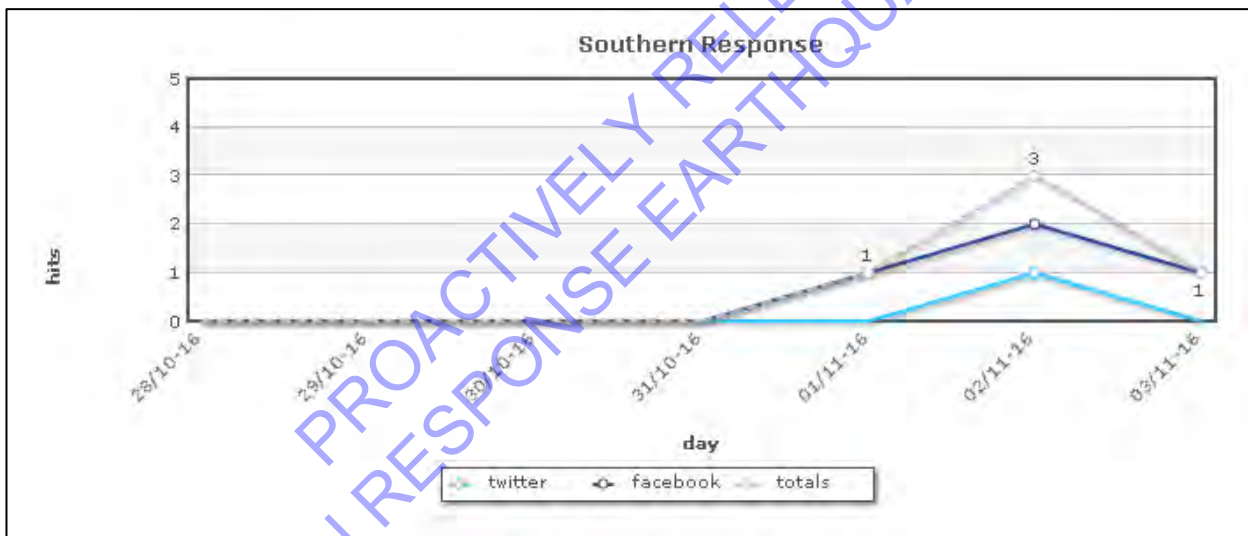
Friday 28 October - Thursday 3 November 2016

News Media:



- <http://www.stuff.co.nz/the-press/news/85745462/Multiple-unit-buildings-pose-risk-to-Southern-Responses-liability>
- <http://www.stuff.co.nz/business/85907366/government-agencies-turned-back-on-insurance-guide-days-before-release>

Social Media:

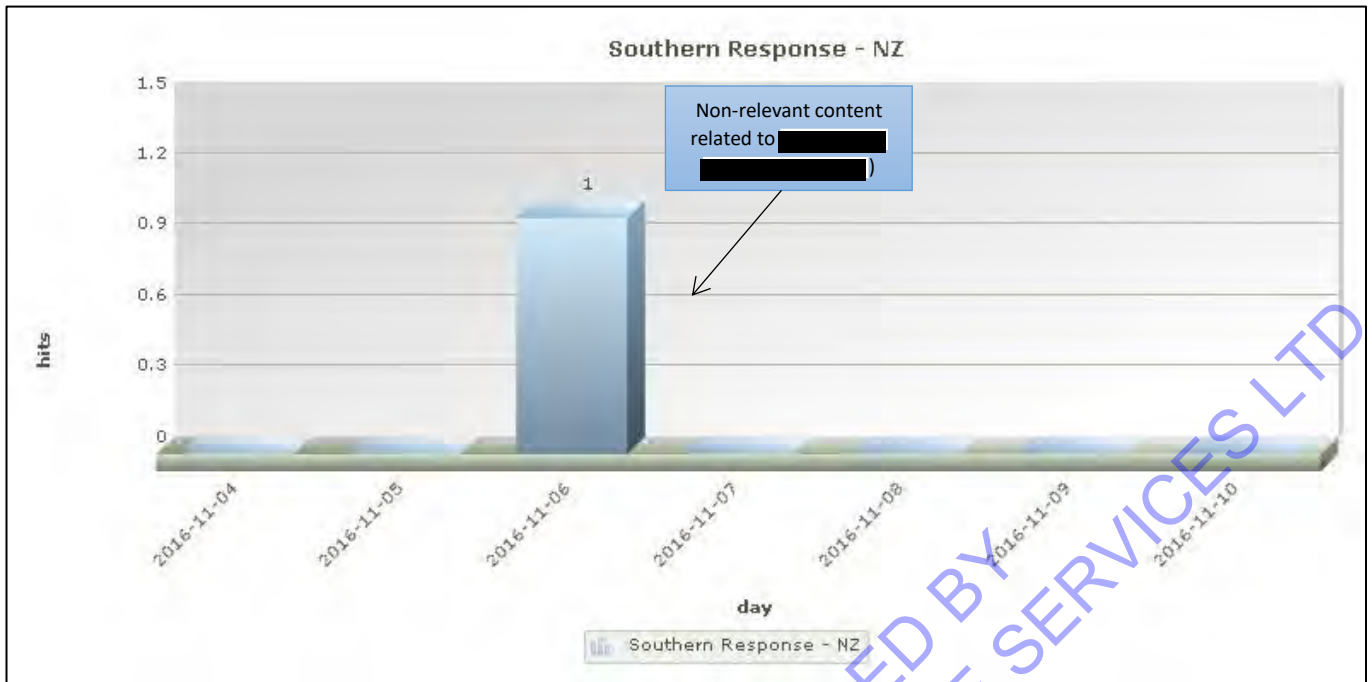


- Main media stories were around impact of MUBs on liability and the insurance guide issue.
- Social media consisted of reposts and tweets of the above stories.
- No indication of direct action or protest

Southern Response Weekly Monitoring Report

Friday 4 - Thursday 10 November 2016

News Media:



Social Media:

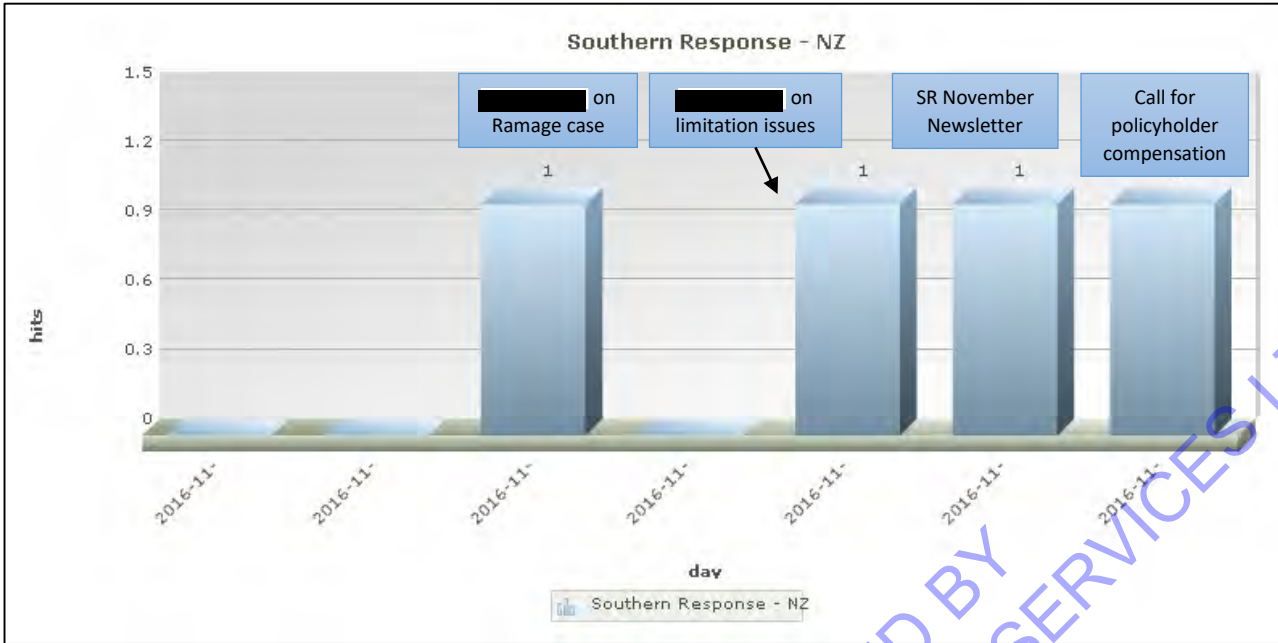
no news is good news

- A very quiet week of news media and social media.
- No indication of direct action or protest

Southern Response Weekly Monitoring Report

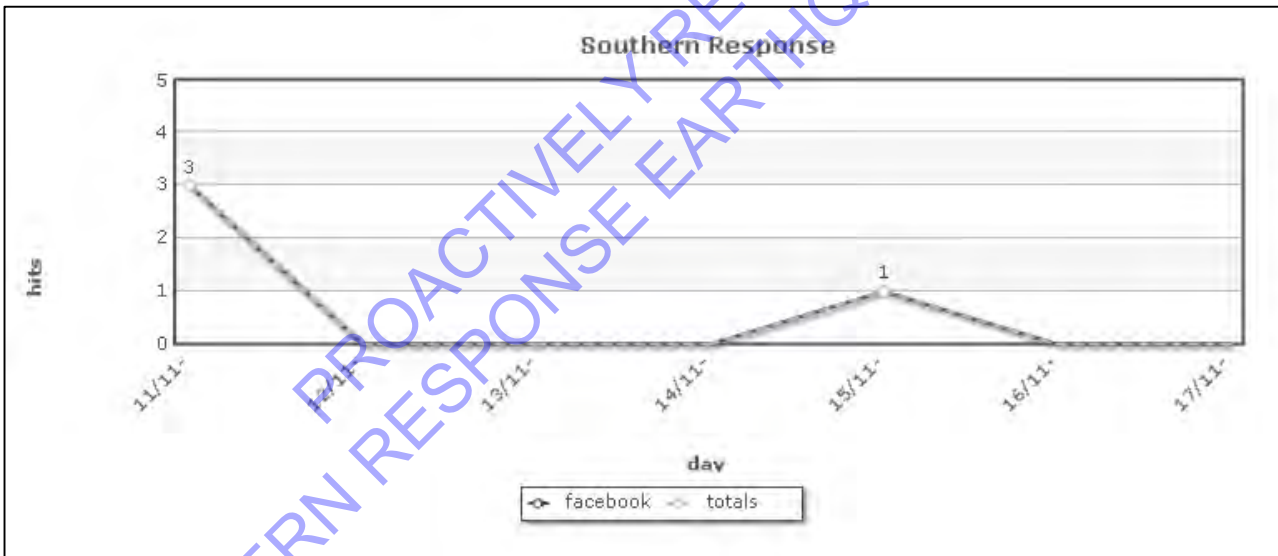
Friday 11 - Thursday 17 November 2016

News Media:



- <http://www.grantshand.co.nz/costs-egc-southern-response/>
- <http://www.grantshand.co.nz/limitation-egc-insurance-update/>
- http://southernresponse.co.nz/images/documents/NOVEMBER_2016_CUSTOMER_UPDATE.pdf
- <http://www.interest.co.nz/insurance/84630/geof-mortlock-calls-policyholder-compensation-be-introduced-prevent-taxpayers>
- <http://www.srca.co.nz/blog/southern-responses-new-take-it-or-leave-it-deadline>

Social Media:



- Social media featured a blog by SRCA in respect of SR's 'take it or leave it' deadline (link above) and reposts of other stories mentioned above.
- No indication of direct action or protest

Southern Response Weekly Monitoring Report
Friday 18 - Thursday 24 November 2016

News Media:



no news is
good news

Social Media:



no news is
good news

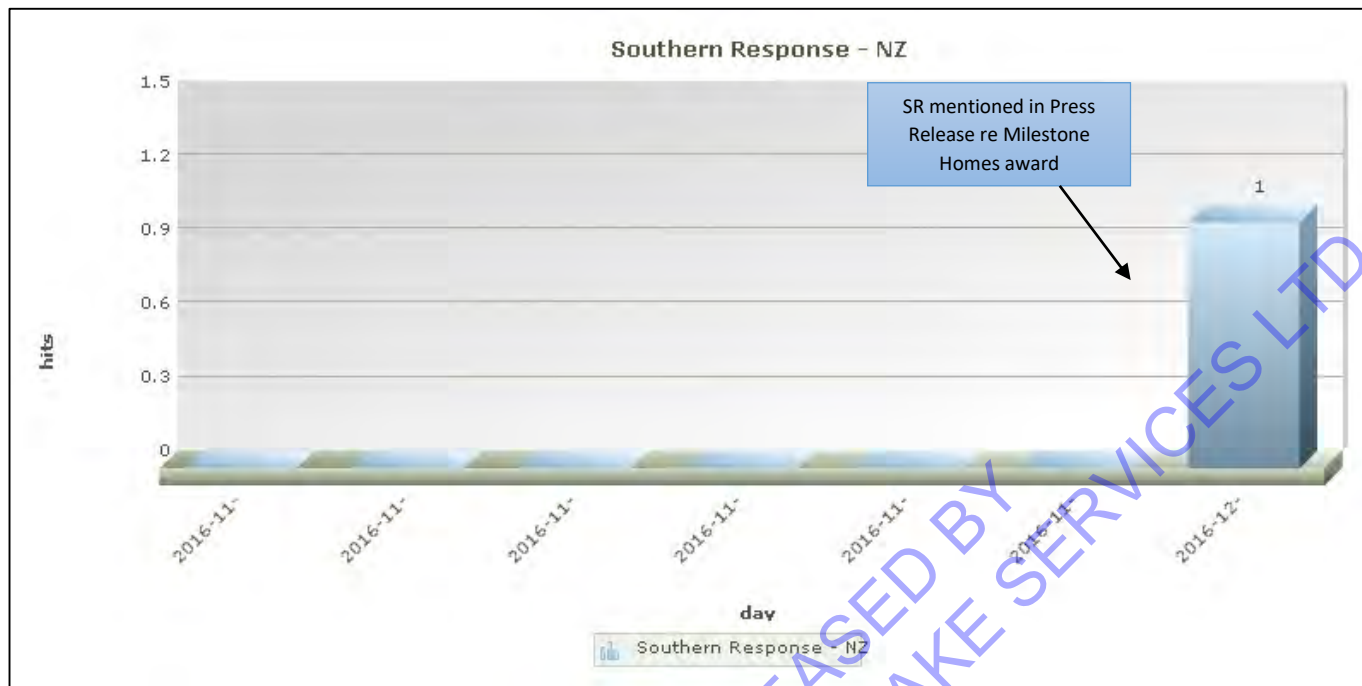
- This would have to be the quietest week ever since monitoring began – no relevant capture at all.
- No indication of direct action or protest

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

Southern Response Weekly Monitoring Report

Friday 25 November - Thursday 1 December 2016

News Media:



- <http://www.scoop.co.nz/stories/BU1612/S00058/post-earthquake-quality-shines-through-with-national-award.htm>

Social Media:

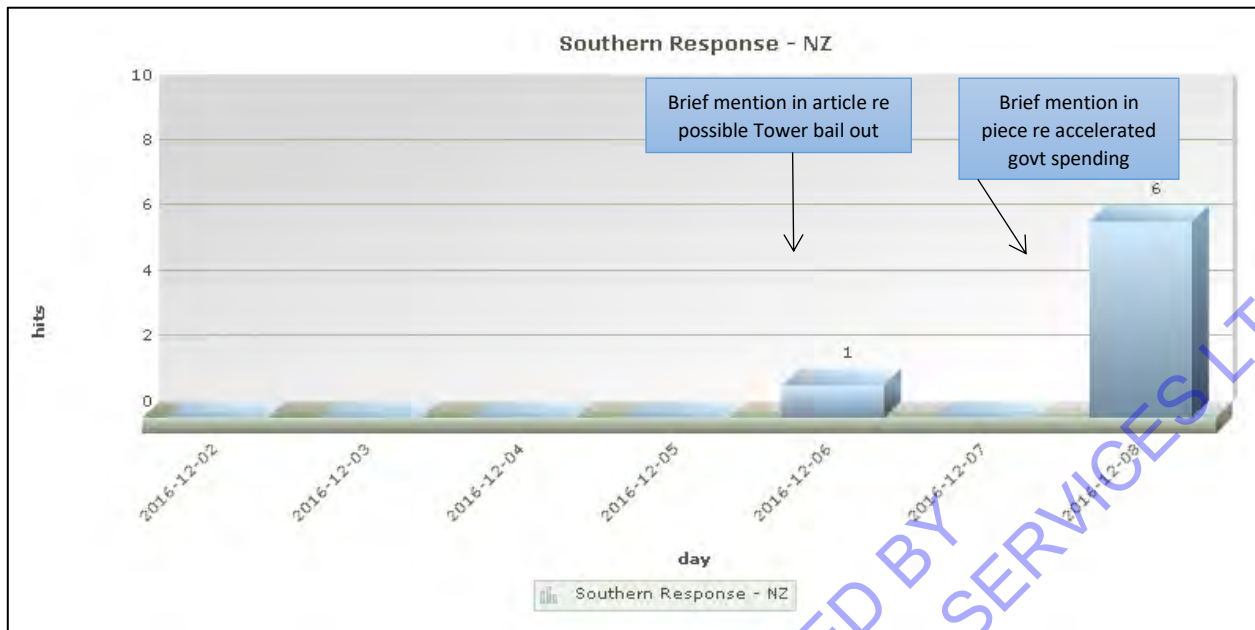
no news is good news

- Again a quiet week – no significant social media activity and news was limited to a mention in a press release as above.
- No indication of direct action or protest

Southern Response Weekly Monitoring Report

Friday 2 - Thursday 8 December 2016

News Media:



- <http://www.interest.co.nz/insurance/85065/government-confirms-it-has-not-been-approached-tower-insurer-seeks-capital-ring>
- <http://www.scoop.co.nz/stories/BU1612/S00357/nz-government-to-spend-more-as-economy-accelerates.htm>

Social Media:

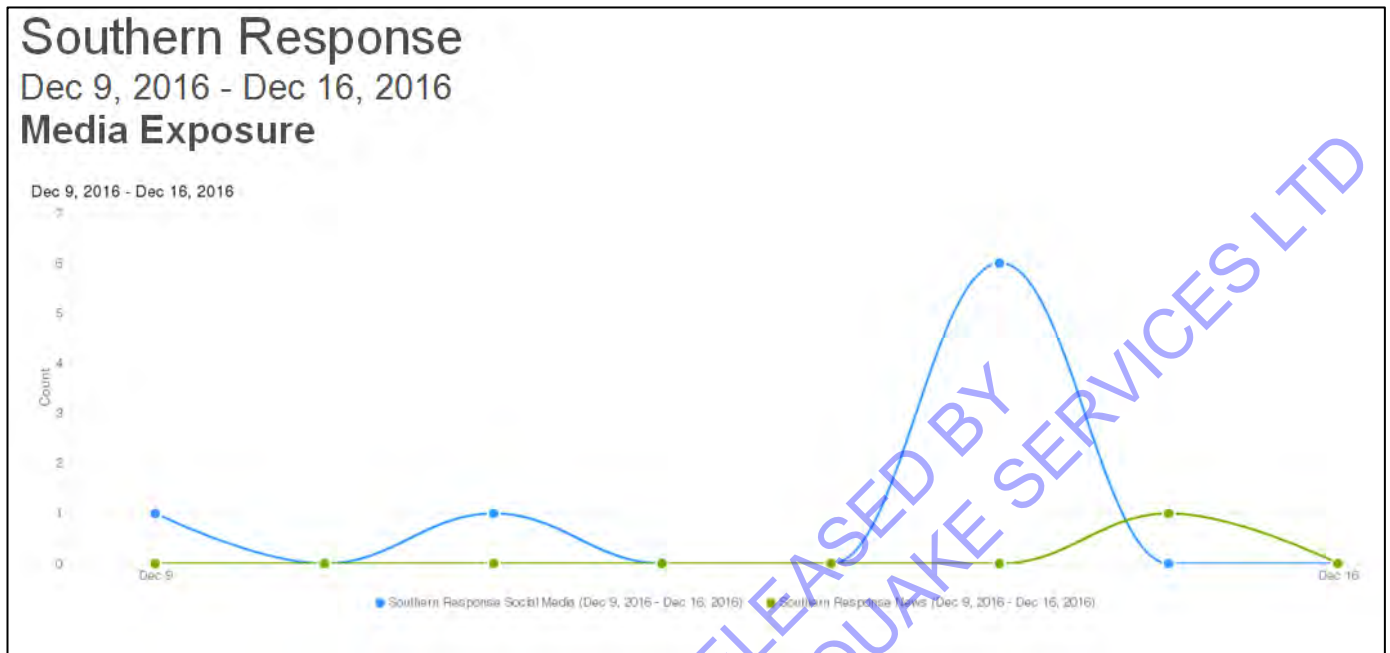
no news is good news

- Again a quiet week – no significant social media activity and news was limited to a couple of brief mentions as linked above.
- No indication of direct action or protest

Southern Response Weekly Monitoring Report

Friday 9 - 15 December 2016

Media Exposure:



- 9 December: the latest post by ██████████ re email correspondence between himself and the National Party in respect of his request for a criminal investigation – Southern Response is mentioned a couple of times <https://www.facebook.com/183355881680015/posts/1587490351266554>
- Other results were Southern Response posts in respect of Xmas hours and the December newsletter <http://southernresponse.co.nz/news/232-holiday-hours-december-2016>
http://southernresponse.co.nz/images/documents/DECEMBER_2016_CUSTOMER_UPDATE.pdf
- No indication of direct action or protest.
- A further report published late on 16 Dec in respect of the SRCA (class action) will be captured more fully by next week's monitoring report <http://www.radionz.co.nz/news/national/320616/quake-class-action-gets-green-light>

Southern Response Weekly Monitoring Report

Saturday 17 - Friday 23 December 2016

Media Exposure:



- 17 December: Insurance Companies panel discussion (April 2013) posted to You Tube 17 Dec 2016. <https://www.youtube.com/watch?v=TNSpp2rq5Ws>
- Further tweets re High Court approval of SRCA.
- No indication of direct action or protest.
- Next report will be in the New Year (6th Jan)