

XX July 2015

[REDACTED]

Redcliffs  
Christchurch

**BY EMAIL:**

Dear [REDACTED]

**Abusive and threatening 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 a recent telephone conversation between yourself and one of our staff members. 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 demonstrated. This has included:

- Expressing a desire to “bash someone’s face in”
- Describing your claims specialist as an “evil, evil person”

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The access you have via telephone with claims-handling staff to discuss your claim is a privilege which will be withdrawn should I be made aware of any further aggressive behaviour from you in any forum whatsoever.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

To progress your claim we need access to your property and this will be arranged in future without your presence given the risk you present to Southern Response staff.

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