



Keeping in touch

JUNE 2015



■ Supporting you to move forward

We recognise that the recovery environment is complex and every customer's situation is different.

We also understand the importance of getting settled at home and getting back to enjoying the things that really matter. At Southern Response, it is our commitment to work alongside you to get your claim settled.

You may be new to our programme from EQC, or perhaps you are making decisions, reviewing your documentation and plans, or moving through the various other stages of claim settlement. We understand that you require tailored information and communication specific to your circumstances along the way.

Our team are here to support you and ensure you have all the necessary information to make an informed decision about the best settlement option for you.

This month, we re-visit the roles of the **team** who are here to work with you, and we look at

the benefits of a face-to-face meeting and how it could help you.

We learn more about **ROVER**, our all-terrain robot used for timber floor foundation inspections to assess earthquake damage and post repair construction quality, and how these inspections can provide you with peace of mind for your repair.

We'd also like to introduce you to a new initiative called **your repair map**. If your home is to be repaired, this document will help to outline the detailed process and when key decisions are made, allowing you to plan ahead.

To date, more than 4,500 customers who chose to work directly with us have now moved forward and their house claims are settled. Let's get you home, too.

As always, if you have any questions, please don't hesitate to **contact** your Claims Specialist or any of our team members.

- Darrell Hansen, Operations Manager

■ Your Claims Specialist and Project Manager



Our team is here to communicate with you, support you and work with you to get your claim settled, so that you can get back to enjoying the things that really matter.

You have been assigned a dedicated Southern Response Claims Specialist as your key contact to keep you informed every step of the way and to answer any questions or concerns with regard to your policy, claim, or the repair or rebuild process. Your Claims Specialist will be supported by Project Managers from Arrow International who will guide you through the design, consenting and construction phases, working alongside your builder and other experts involved.

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Together, they will work as a team to assist you through the entire process, ensuring your needs are understood, things stay on track, and your claim moves forward smoothly.

Click **here** to find out more about the team working for you, or **contact** your Claims Specialist to discuss.

■ Face-to-face meetings

Your Claims Specialist, Project Manager and other team members are all here to support you, ensuring your needs are understood as we work together to get your claim settled.

If you have any questions or concerns, big or small, you're unsure about the next steps, or you're simply feeling stuck somewhere in the process, sitting down with the right people can be really



valuable to help get things moving.

The earlier this happens, the better, so that you can get back to enjoying the things that really matter.

Here are some examples of what a face-to-face meeting can help with:

- answer your questions
- eliminate uncertainty
- understand who you are working with and what their roles are
- clarify that we have captured all the earthquake damage
- discuss options for claim settlement
- ensure that everybody is on the same page.

We've recently had some feedback from customers on how the simple act of meeting with us helped get things moving with their claim. After putting faces to names, getting answers to questions, clarifying what settlement options were available and discussing which one would suit best, the next steps forward were clear for everybody.

If you would like to arrange a meeting, whether it be a one-on-one with your Claims Specialist, a group meeting with our experts and your advisors, or anything in between, **let us know**.

■ Supporting you with your repair options and the process



If your home is to be repaired, we know it's important that you have the right information about the process, so you can make an informed decision about the best settlement option for you.

With this in mind, we have created a new initiative called **your repair map**. The repair map is intended as a user-friendly guide to your repair, setting out processes and timeframes for each phase and providing you with the options available to

you each step of the way. Not only is the repair map informative, but it will also serve as a planning tool for you, your Claims Specialist and your Project Manager as your repair settlement progresses.

We want to ensure that you are well informed about all the important decisions involved in your repair. If you have any questions or concerns along the way, your Claims Specialist will be available to assist you. Please **let them know** if you have any questions.

■ Peace of mind with a ROVER-assisted repair



ROVER, the all-terrain miniature survey robot, was developed and implemented as part of our ongoing commitment to our repair programme.

The quality assurance that a ROVER-assisted repair provides is very valuable for us, our contractors and homeowners, who can feel confident that their repair will be completed to a compliant standard.

Here's how it works:

- ROVER allows us to see, and determine the future of, house foundations which are either inaccessible or hazardous to inspect from a health & safety perspective e.g. liquefaction and timber bearers that have fallen away from the main foundation support obstruct normal surveying techniques
- ROVER is fitted with an LED lamp and high definition cameras, allowing for thorough and accurate inspection
- The vital information from ROVER not only helps us determine the most suitable solution for repairs, but also allows for quality assurance inspections once repair work is completed
- These inspections provide us with comprehensive reporting and footage, which is also available to the homeowner for peace of mind and future verification of the work carried out (e.g. showing a prospective buyer when selling the house)

ROVER provides us with a unique view of the spaces we can't go or see, giving us confidence to effectively repair and rebuild safe homes. We have a team of ROVERs out in the field, adding value and providing clarity for homeowners and the Southern Response repair project.

To find out more about ROVER and watch our ROVER video, click [here](#).