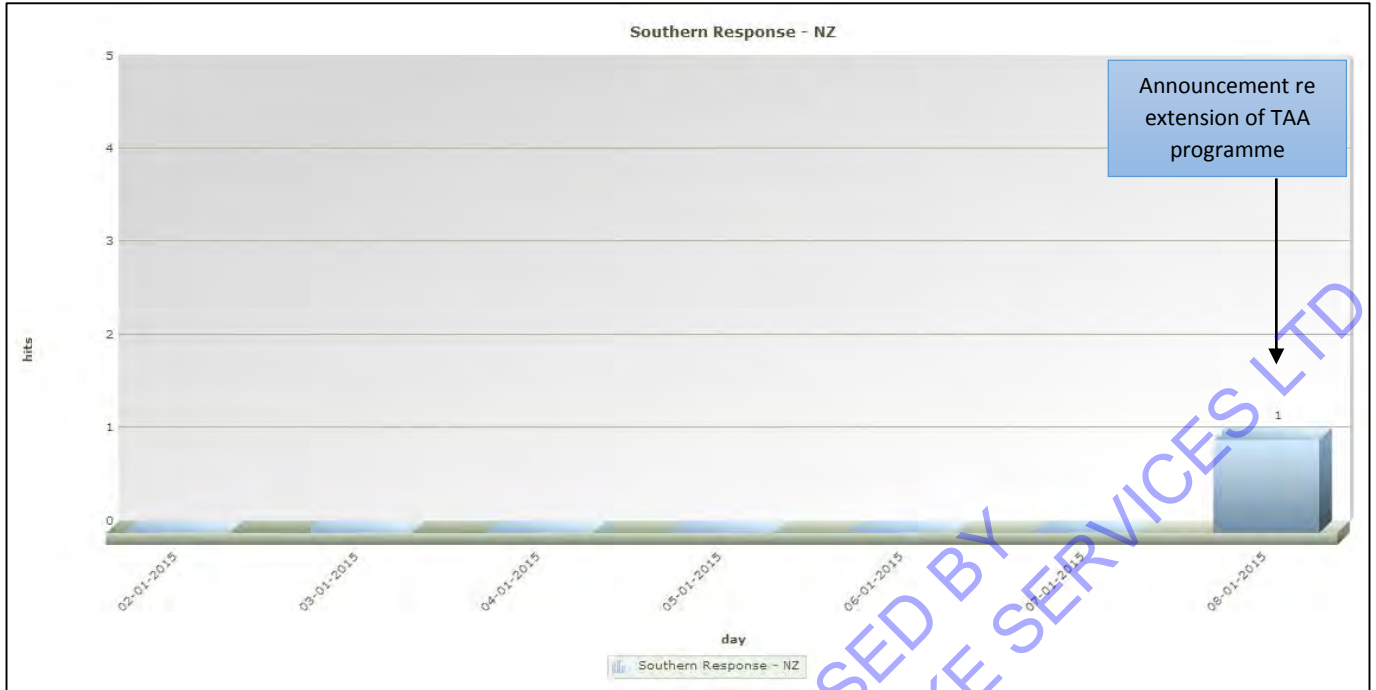


Southern Response Weekly Reporting

Friday 2 – Thursday 8 January 2015

News Media:



- <http://www.rebuildchristchurch.co.nz/blog/2015/1/southern-response-temporary-accommodation-assistance-taa-programme-to-be-extended>

Social Media:

There have been no significant social media posts over the Christmas & New Year period.

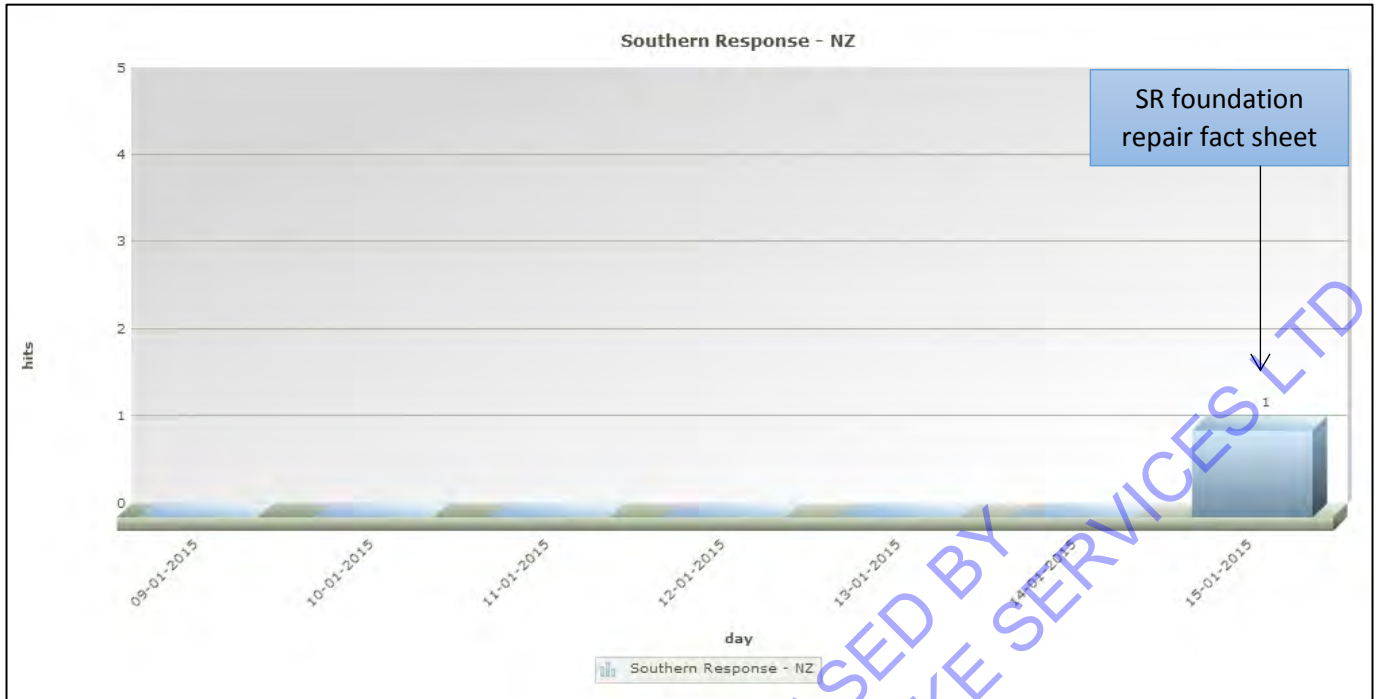
Happy New Year all!

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

Southern Response Weekly Reporting

Friday 9 – Thursday 15 January 2015

News Media:



- <http://www.rebuildchristchurch.co.nz/blog/2015/1/southern-response-foundation-repair-fact-sheets>
- News media still quiet.

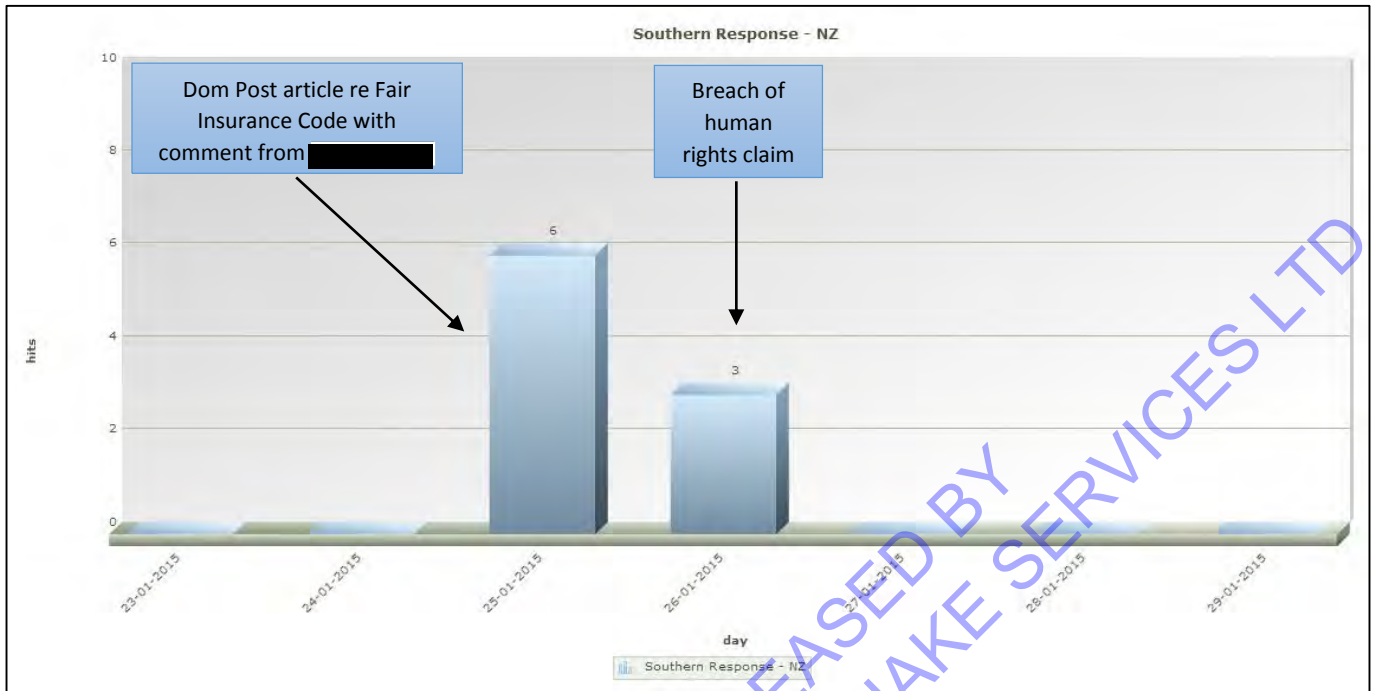
Social Media:

- Social media posts over the past week are as per those blogged.
- Still very quiet, but Facebook activity is beginning to re-emerge.
- No references to direct action or protest.
- No graph for social media as blogged results were direct from source rather than via monitoring service.

Southern Response Weekly Reporting

Friday 23 – Thursday 29 January 2015

News Media:



- <http://www.stuff.co.nz/dominion-post/business/65307874/Getting-a-fairer-insurance-deal>
- <http://www.stuff.co.nz/waikato-times/news/national-news/65406449/Breach-of-rights-in-quake-is-new-worry>

Social Media:

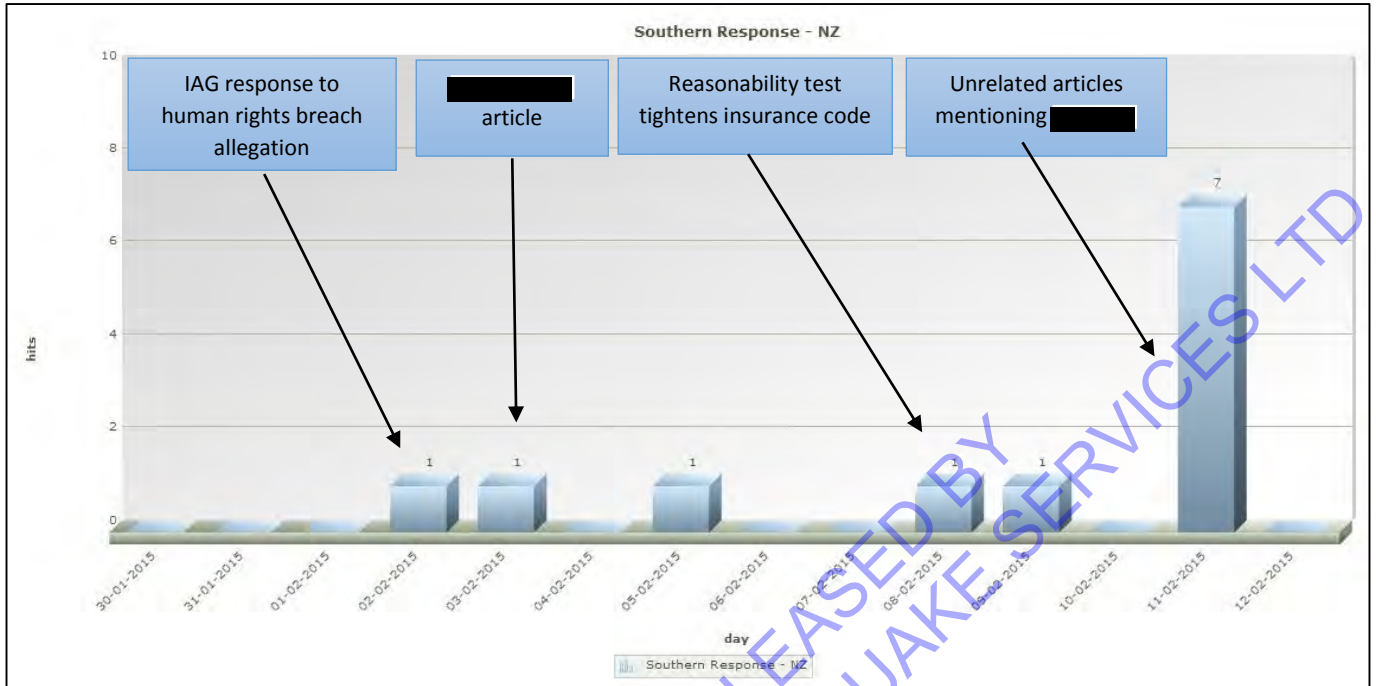
- Social media posts over the past week are as per those blogged.
- Facebook activity is beginning to increase again after the summer holidays.
- No references to direct action or protest.
- No graph for social media as blogged results were direct from source rather than via monitoring service.

Southern Response Weekly Reporting

Friday 30 January – Thursday 12 February 2015

News Media:

Two weeks worth of monitoring due to last Friday being a statutory holiday:



- <http://www.insurancebusinessonline.co.nz/news/insurer-responds-to-human-rights-breach-accusation-196357.aspx>
- www.interest.co.nz/opinion/73843-uses-warren-buffetts-insurance-operations-counter-nz-insurers-argument-the
- <http://www.stuff.co.nz/business/industries/65860036/reasonability-test-tightens-insurance-code>

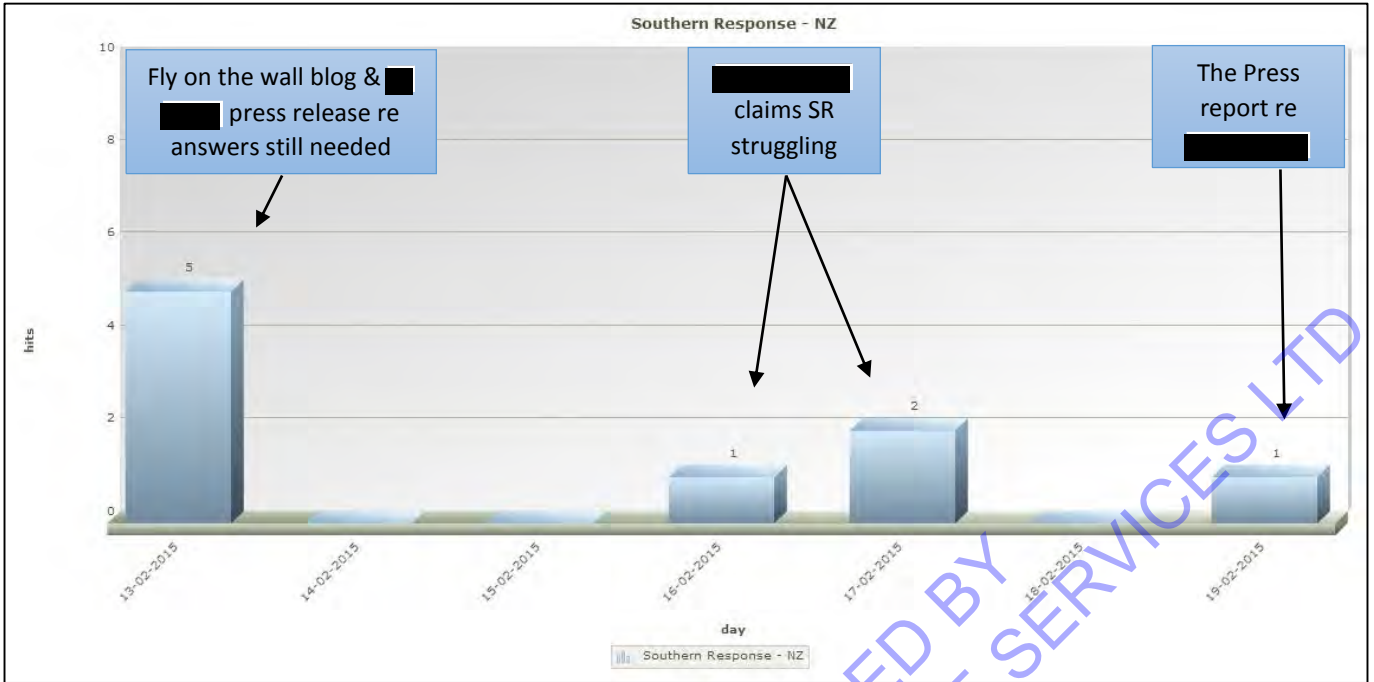
Social Media:

- Social media posts over the past week are as per those blogged.
- Facebook activity is slowly increasing but references are more general rather than directed at Southern Response.
- No references to direct action or protest.
- Event on 23 Feb is being widely promoted.
- No graph for social media as blogged results were direct from source rather than via monitoring service.

Southern Response Weekly Reporting

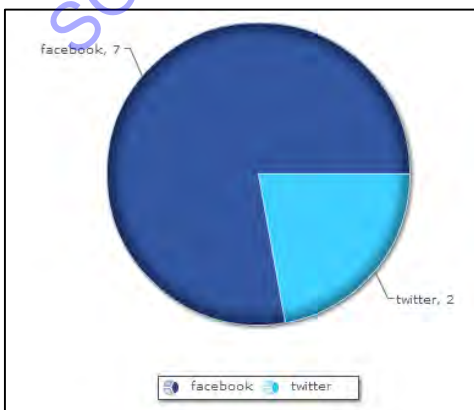
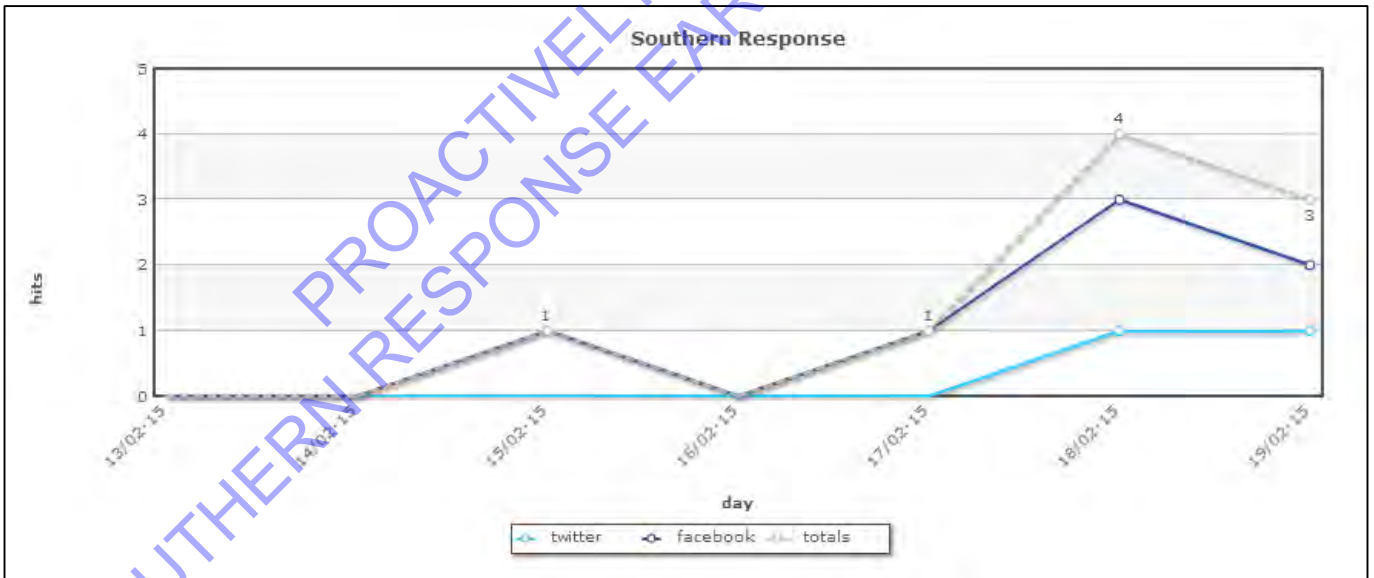
Friday 13 - Thursday 19 February 2015

News Media:



- <http://www.southernresponse.org.nz/insurers/southern-response/fly-wall-sr-boardroom-latest-results/>
- <http://www.rebuildchristchurch.co.nz/blog/2015/2/almost-4-years-on-answers-around-ecq-and-insurance-claims-still-needed>
- <http://www.scoop.co.nz/stories/AK1502/S00268/answers-around-ecq-and-insurance-claims-still-needed.htm>
- <https://nz.finance.yahoo.com/news/southern-response-feeling-pinch-200026589.html>
- <http://www.stuff.co.nz/the-press/news/christchurch-earthquake-2011/66392833/No-compensation-for-home-lost-in-quake>

Social Media:

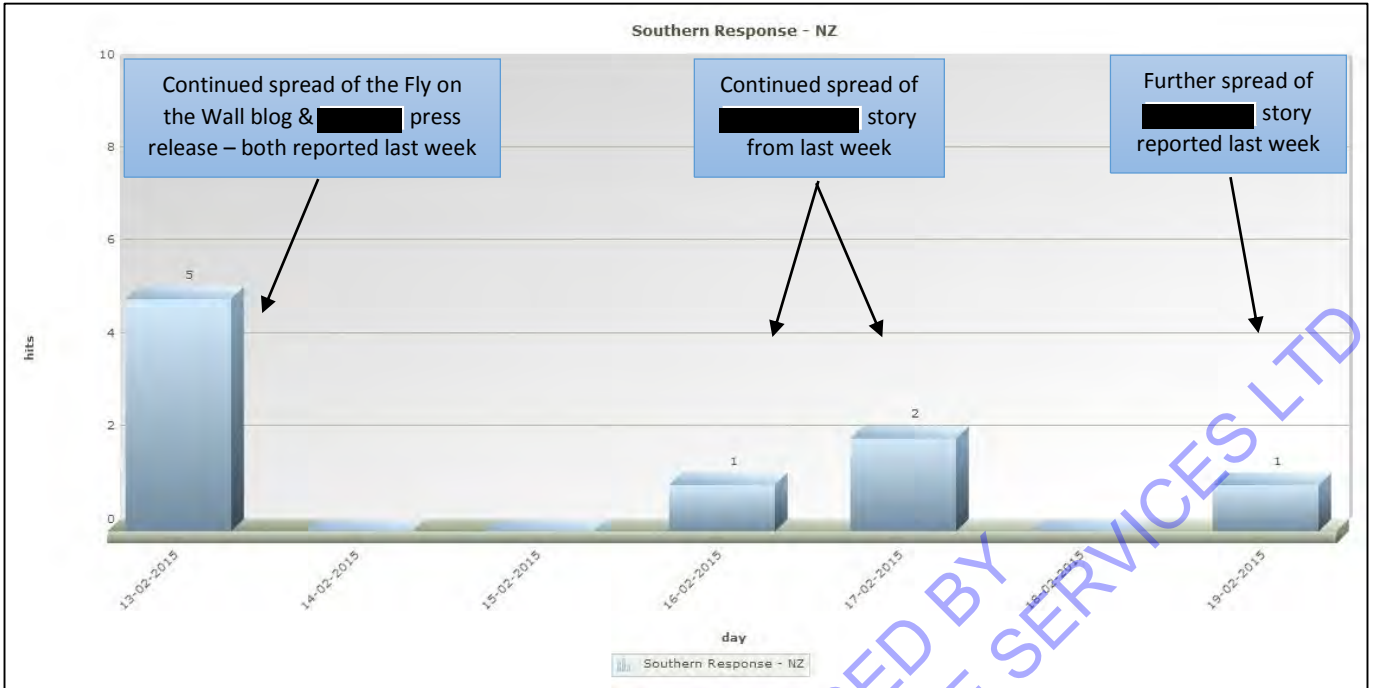


- News media has picked up this week (see above links)
- Social media has consisted of re-posts of the [redacted] story and [redacted] email to [redacted]
- Event on 23 Feb gaining interest
- No references to direct action or protest

Southern Response Weekly Reporting

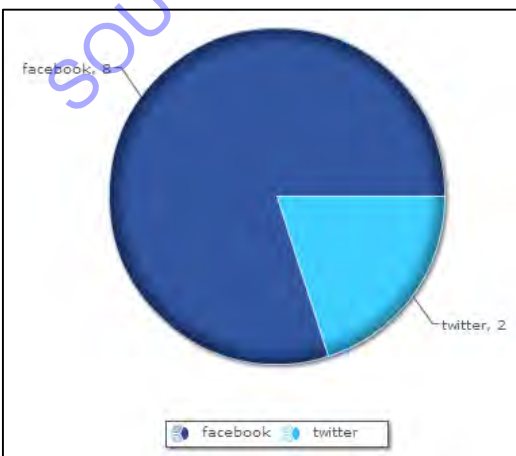
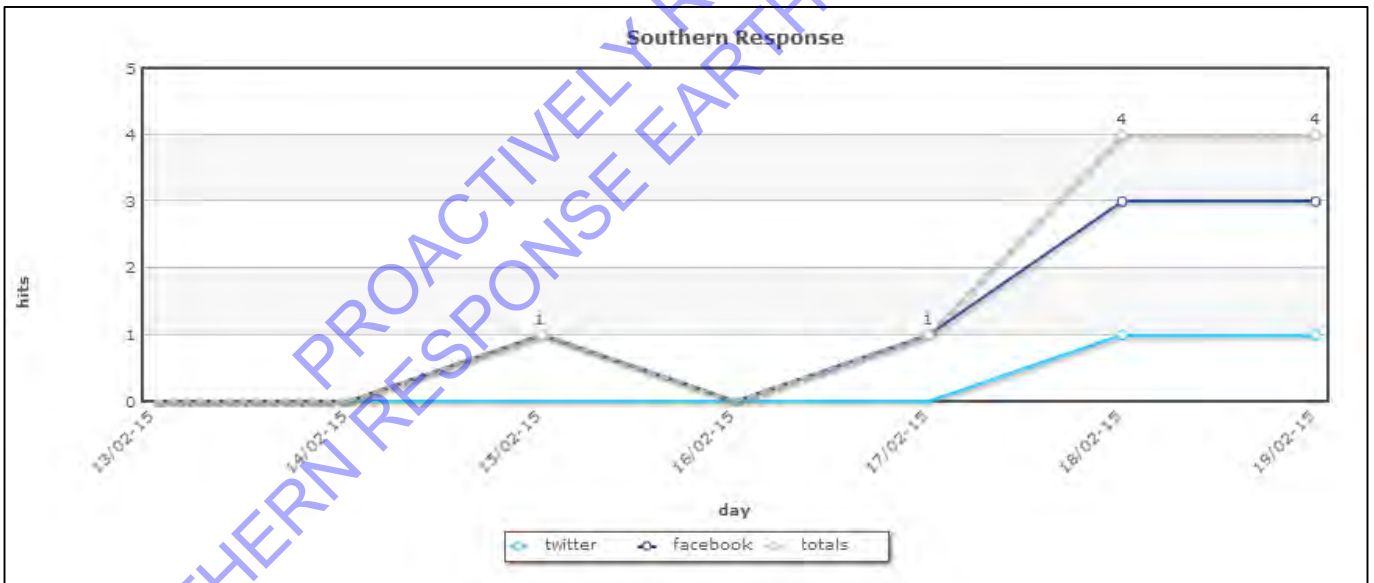
Friday 20 - Thursday 26 February 2015

News Media:



- All links provided in last report.

Social Media:



- News media this week consisted of the same stories as last week – picked up in different publications
- Social media has consisted of re-posts of the [redacted] story and [redacted] email to [redacted]
- Presentations from 23 Feb event posted
- No references to direct action or protest

Southern Response Weekly Reporting

Friday 27 - Thursday 5 March 2015

News Media:



- <http://www.radionz.co.nz/news/regional/267642/major-holes-in-ecq-case-lawyer>
- <http://www.radionz.co.nz/news/regional/267786/ecq-accused-of-cherry-picking-theories>

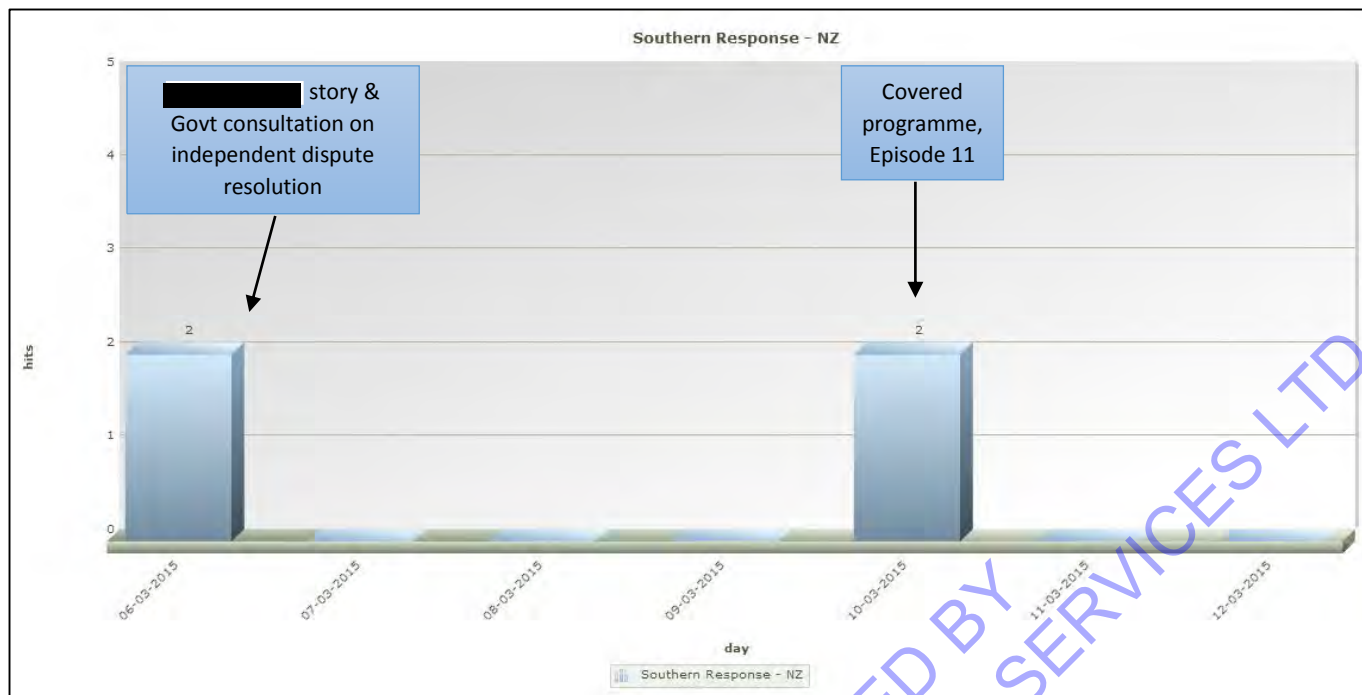
Social Media:

- No social media graphs this week as Facebook results largely consist of reposts of historical stories, further reposts re [REDACTED] case (as blogged) and posts in relation to the TV 'Covered' programme.
- News Media this week was mainly around the [REDACTED] high court case (see links above).
- Other items of interest (as per the blog) were direct from the social media source or associated news stories not likely to be collected by targeted monitoring systems.
- No references to direct action or protest

Southern Response Weekly Reporting

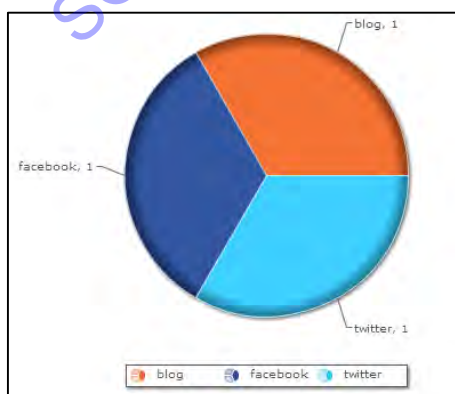
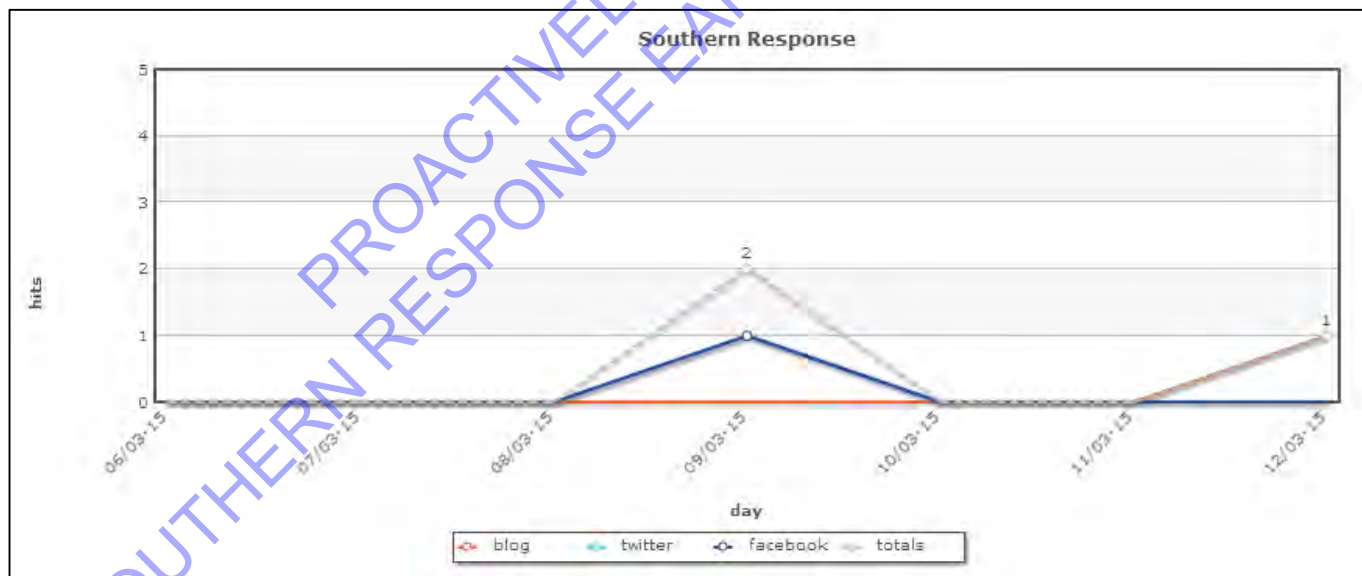
Friday 6 - Thursday 12 March 2015

News Media:



- <http://www.rebuildchristchurch.co.nz/blog/2015/3/southern-response-reflecting-on-allyn-and-josies-story>
- <http://www.interest.co.nz/insurance/74377/govt-consulting-whether-give-independent-dispute-resolution-bodies-more-power-handle>
- <http://www.rebuildchristchurch.co.nz/videos/covered/linked/Episode-11#sthash.3RqaZnbT.dpuf>

Social Media:

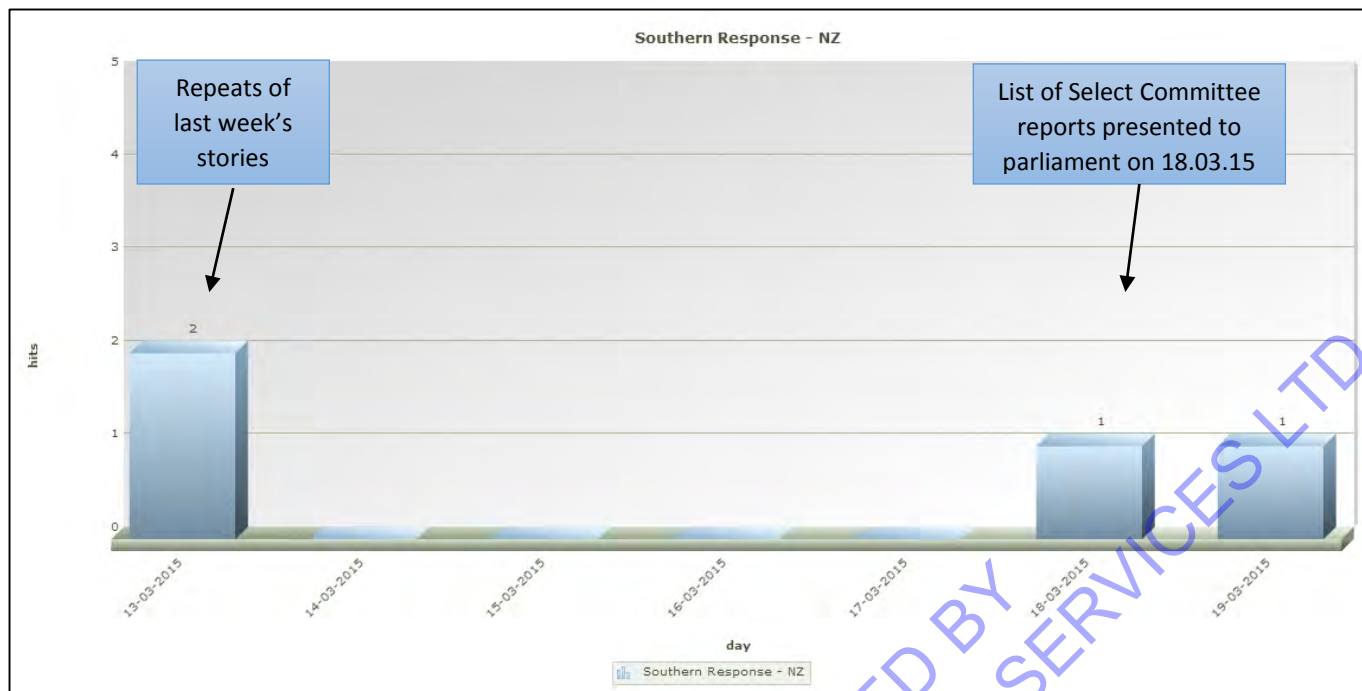


- Main news story of the week was in relation to government consultation on the use of independent dispute resolution bodies (link above & as blogged)
- Social media coverage was around Southern No Response questioning perceived lack of rebuild & repair progress
- No references to direct action or protest

Southern Response Weekly Reporting

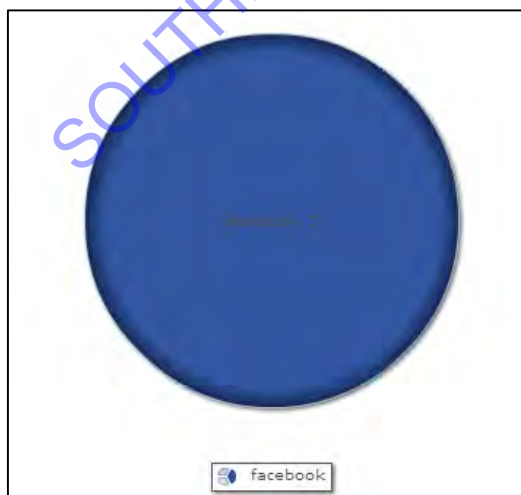
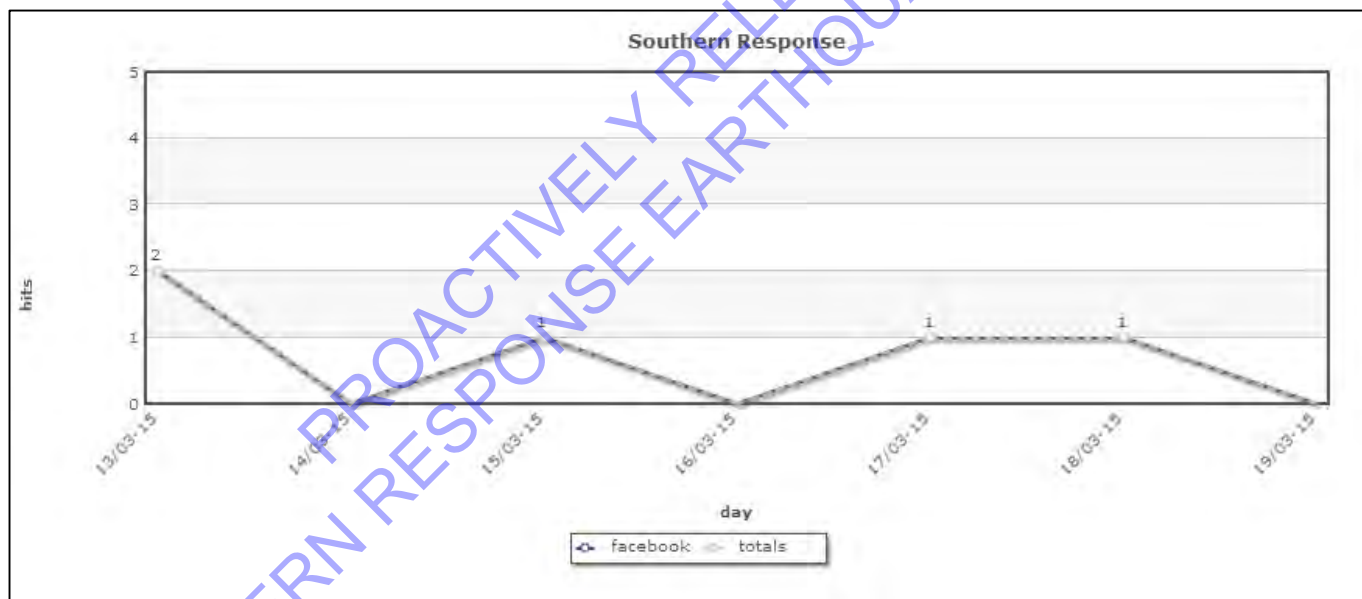
Friday 13 - Thursday 19 March 2015

News Media:



- <http://www.scoop.co.nz/stories/HL1503/S00158/reports-presented.htm>

Social Media:

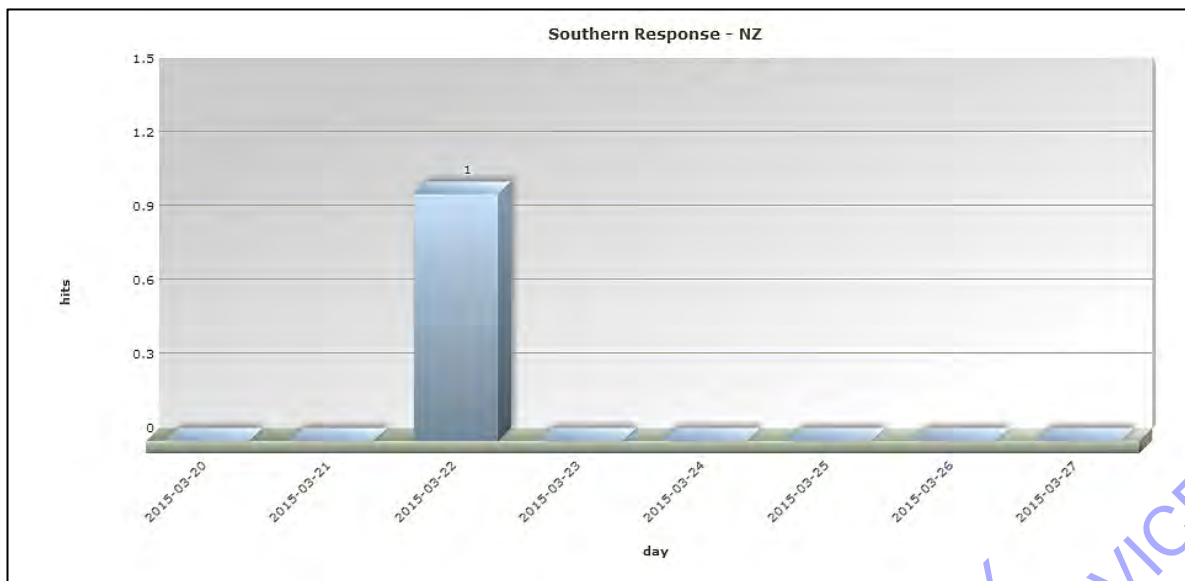


- A quiet news week – repeats of last weeks stories and a mention of a Southern Response select committee report presented to parliament (link above)
- Social media coverage was limited to Facebook and was around a Southern-No-Response request to Ministers for Southern Response to cease the destruction of documents.
- No references to direct action or protest

Southern Response Weekly Reporting

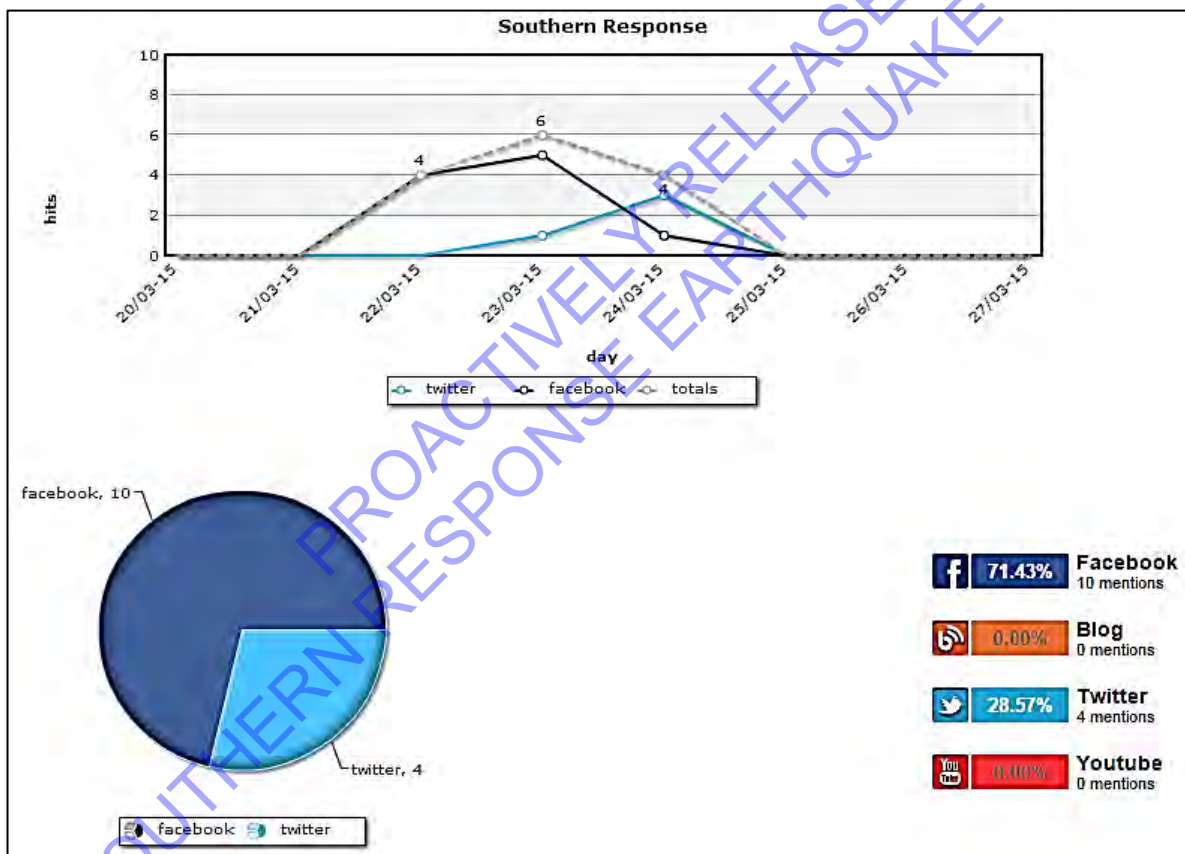
Friday 20 - Friday 27 March 2015

News Media:



- www.rebuildchristchurch.co.nz/blog/2015/3/southern-response-cash-settlements-in-the-news

Social Media:

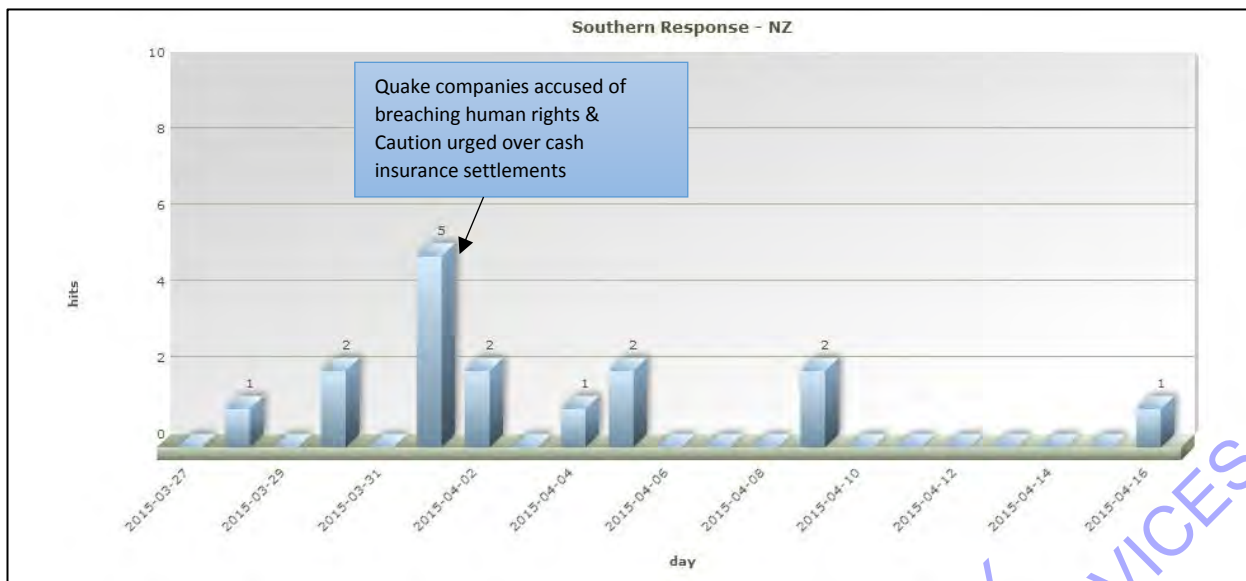


- Another quiet week. With a total of 10 Facebook posts relating to ██████ v Southern Response and the subject of cash settlements. Twitter related to false positives relating to 'Southern Rail' not Southern Response.

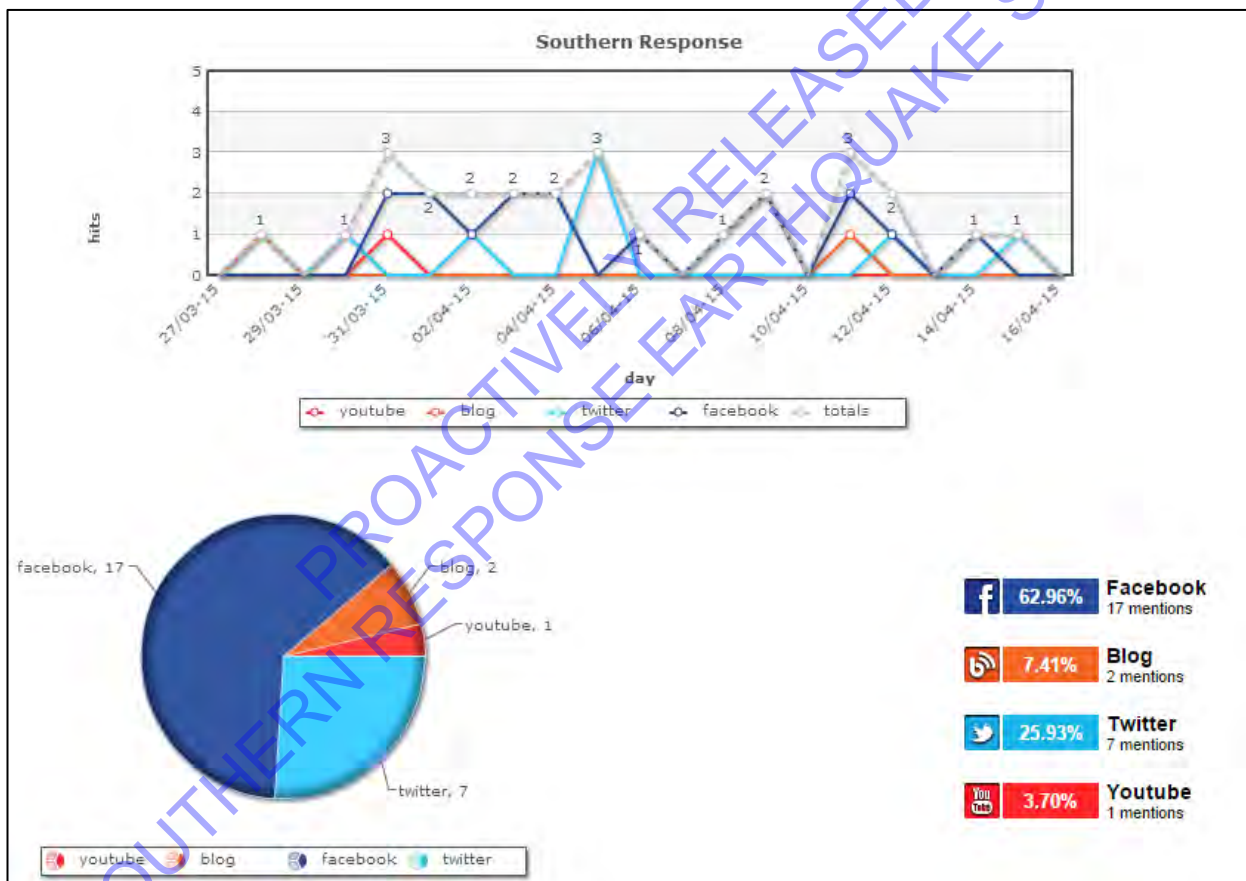
Southern Response Weekly Reporting

Friday 27 March – Thursday 16 April 2015

News Media:



Social Media:

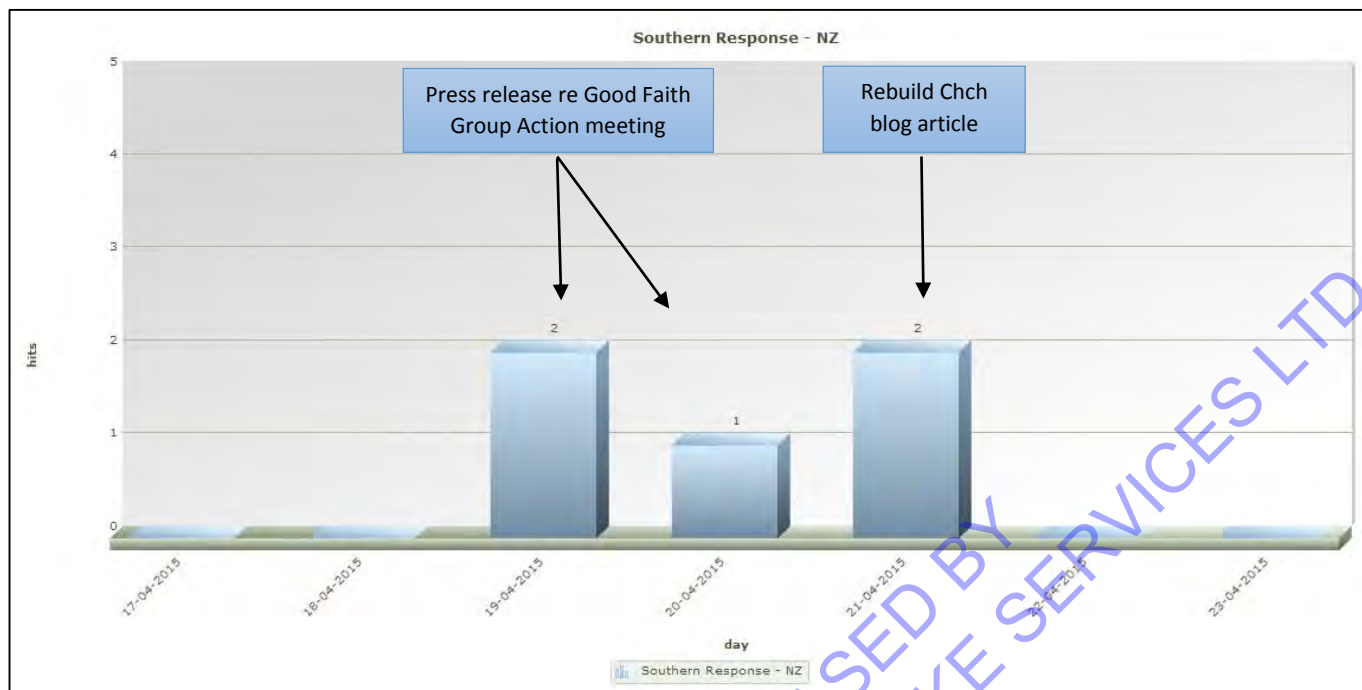


- Capture includes coverage of a presentation by Southern Response CEO, Peter Rose, at the “Seismics and the City” event held on 27 March 2015 and promotion of an online petition calling for an “independent and objective survey of the EQ repair standards to homes repaired by EQC and or Private Insurers” See: <http://tinyurl.com/mm34k7w>
- No references to direct action or protest.

Southern Response Weekly Reporting

Friday 17 - Thursday 23 April 2015

News Media:



- www.infonews.co.nz/news.cfm?&id=108583
- <http://www.rebuildchristchurch.co.nz/blog/2015/4/southern-response-repair-pre-construction-meeting>

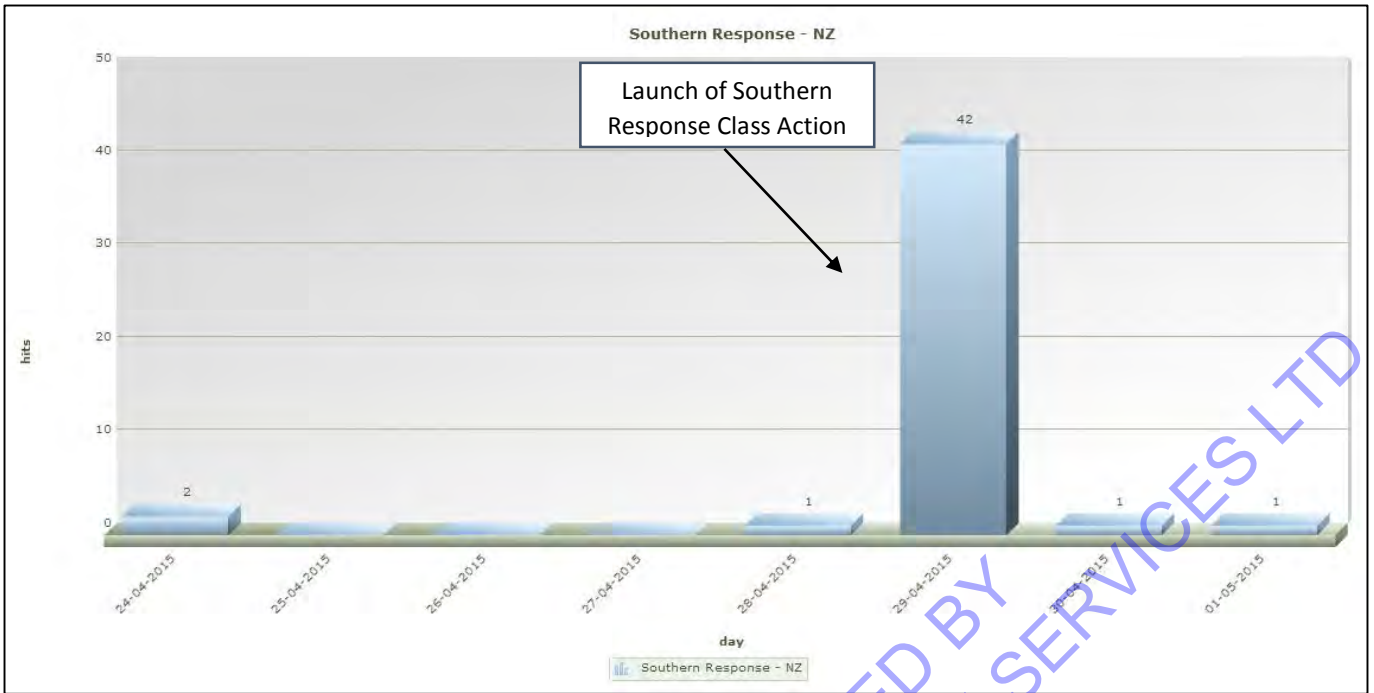
Social Media:

- The majority of news media this week reported the Good Faith Group Action meeting held at the Transitional Cathedral on Friday evening.
- Social media graphs are not included in this report due to false positive results and no further activity other than the posts blogged earlier in the week.
- No references to direct action or protest

Southern Response Weekly Reporting

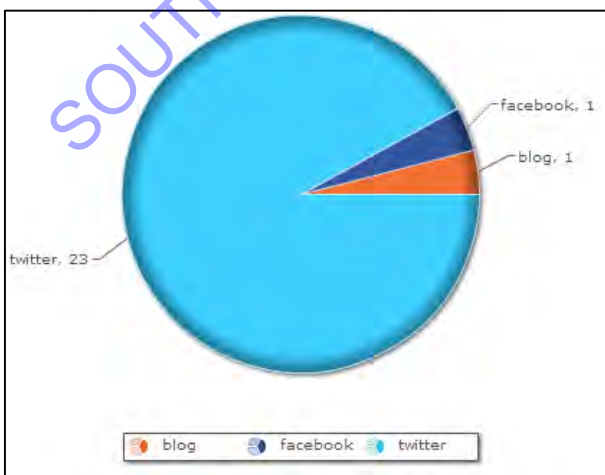
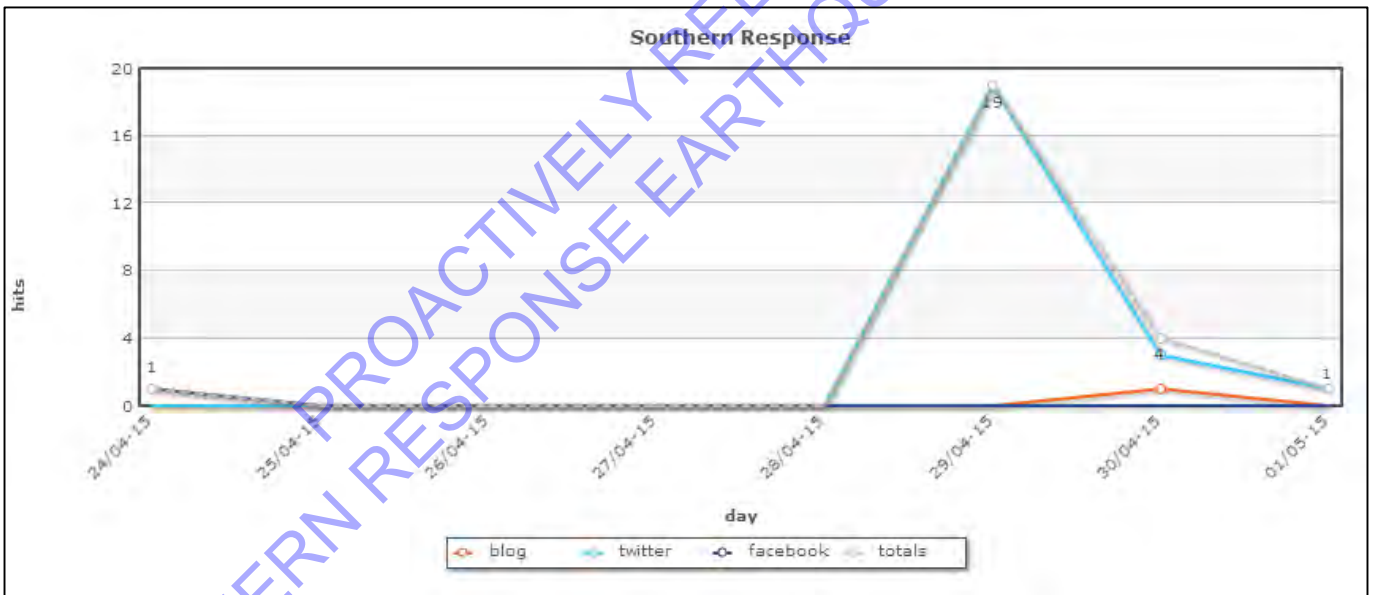
Friday 24 – Thursday 30 April 2015

News Media:



- <http://www.scoop.co.nz/multimedia/tv/business/104509.html>
- <http://www.radionz.co.nz/news/regional/272368/insurance-action-gets-backing>

Social Media:

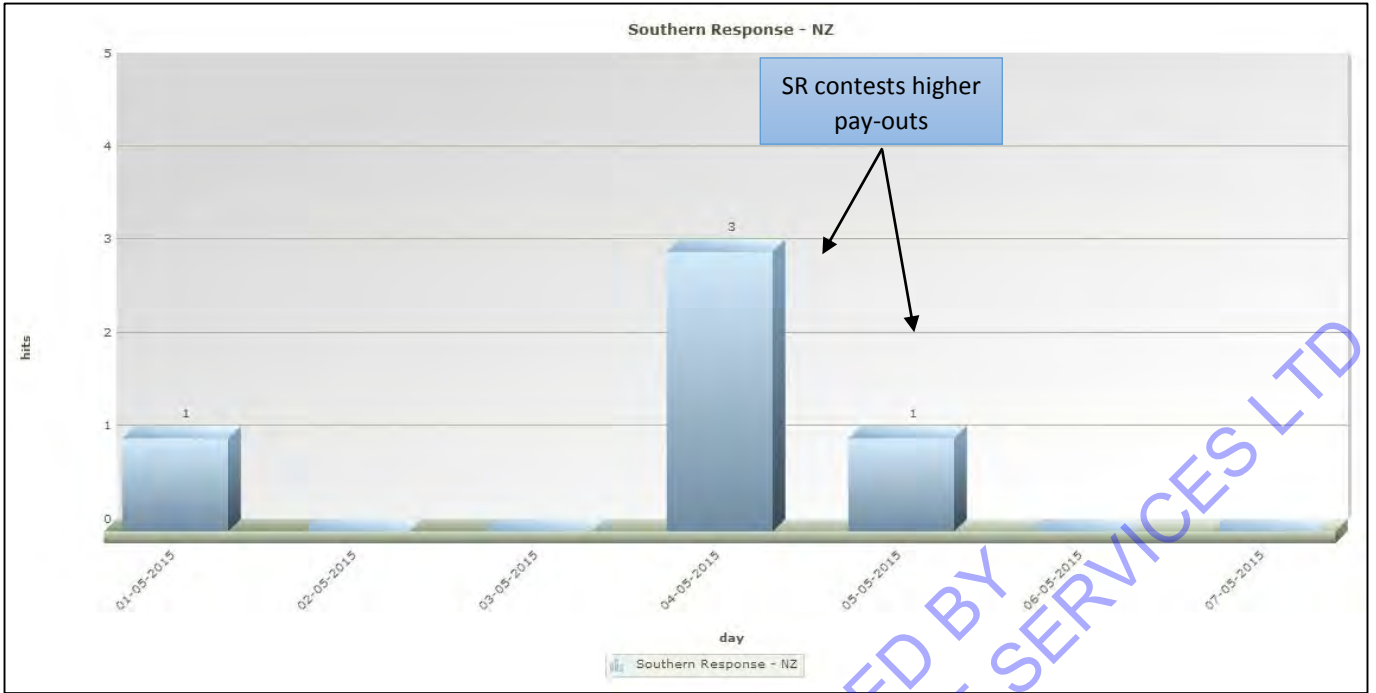


- The large spike in news reporting on 29 April was due to the launch of the SRCA which now has international funding.
- Social media activity also spiked on 29th when the same news story was tweeted extensively.
- This also triggered a post on the Avonside blogspot on 30 April which refers to another link warning of misleading information:
 - <http://avonsidechch.blogspot.co.nz/2015/04/legal-class-action-against-southern.html>
 - <http://www.insurancebusinessonline.co.nz/news/proposed-utmost-good-faith-class-action-misleading-199700.aspx>
- No references to direct action or protest

Southern Response Weekly Reporting

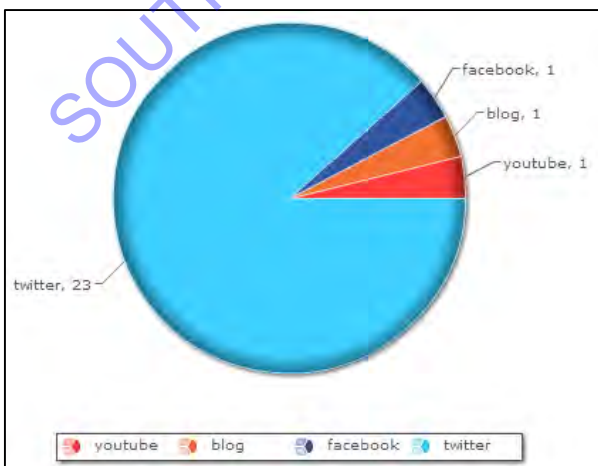
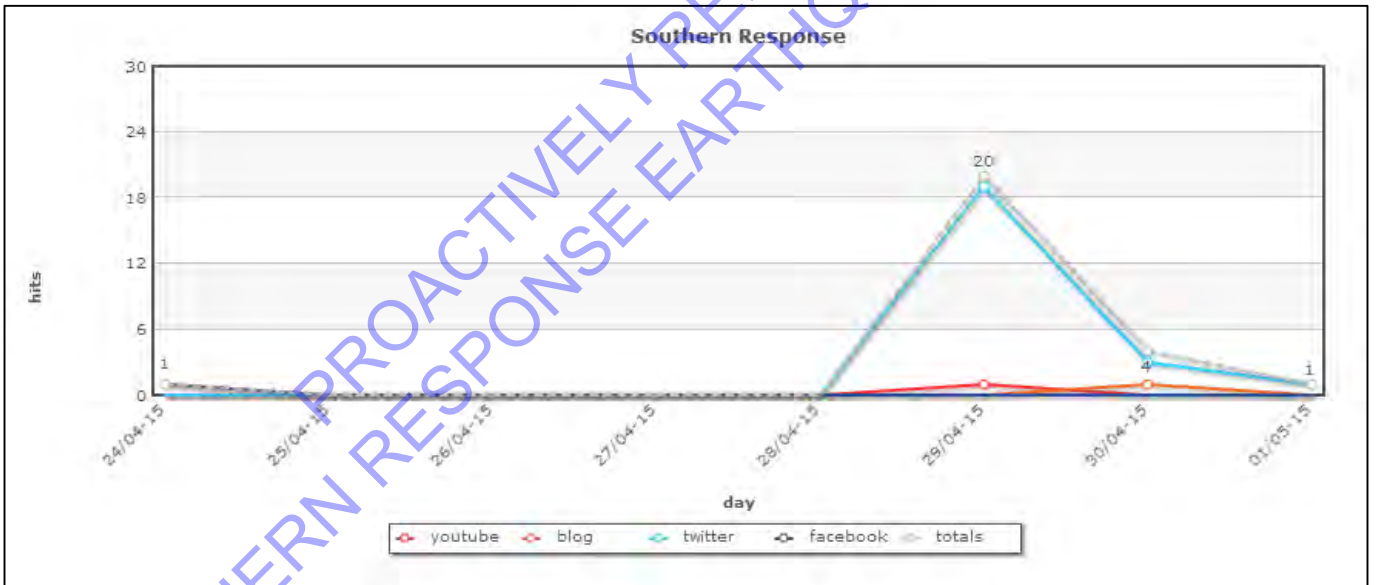
Friday 1 – Thursday 7 May 2015

News Media:



- www.rebuildchristchurch.co.nz/blog/2015/5/the-nz-herald-insurer-argues-against-higher-payouts-for-quake-claimants
- <http://www.stuff.co.nz/the-press/news/christchurch-earthquake-2011/68298893/insurer-to-contest-courtordered-compo>

Social Media:

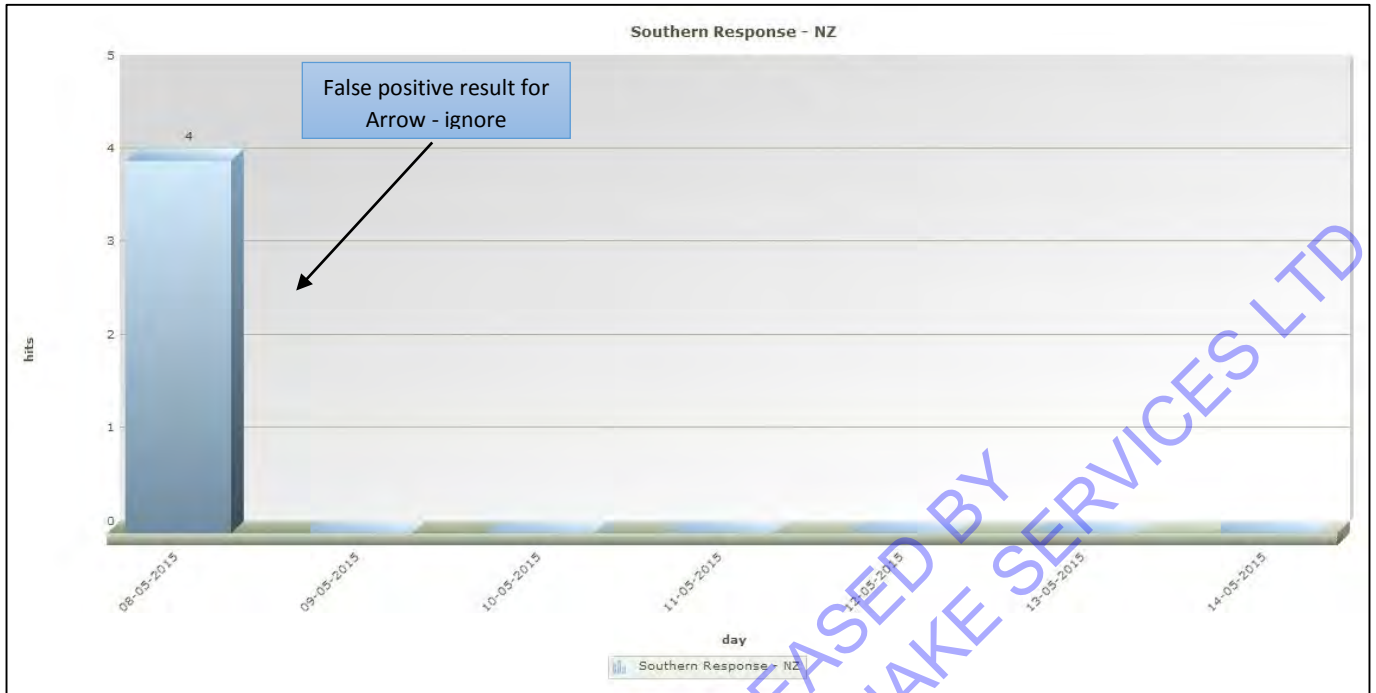


- This week's media has been focused on Southern Response contesting the Court of Appeal decision for higher pay-outs.
- Social media activity has consisted of reposts of last week's story re the class action.
- No references to direct action or protest

Southern Response Weekly Reporting

Friday 8 – Thursday 14 May 2015

News Media:



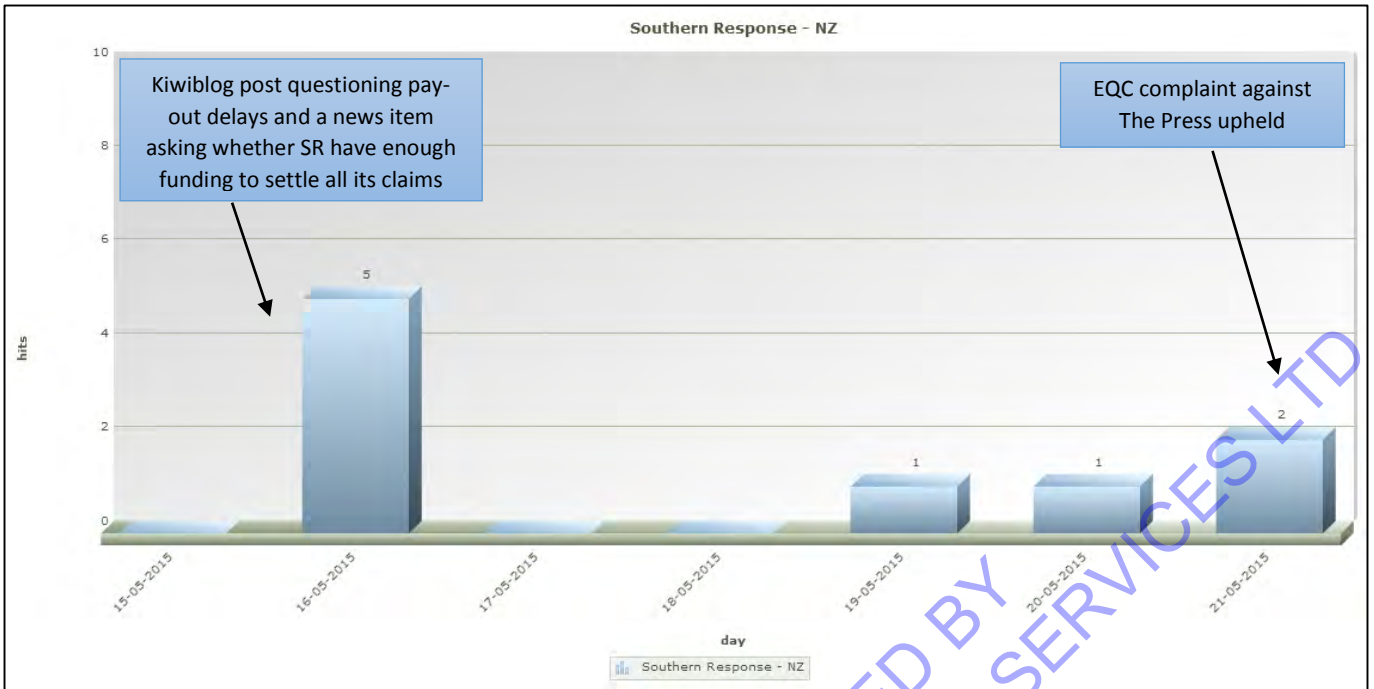
Social Media:

- A very quiet week of monitoring in both news media and social media.
- Our monitoring system has generated a false positive for Arrow International consisting of unrelated news.
- Social media activity has also been low and, due to the false positive, graphs have not been presented this week.
- Blog entries have included Southern No Response commentary re delay tactics, posting of SR salaries and reporting SR budget overspend.
- A Claimants meeting was also announced this week scheduled for 25 May at the Christchurch Transitional Church – details within blog.
- No references to direct action or protest.

Southern Response Weekly Reporting

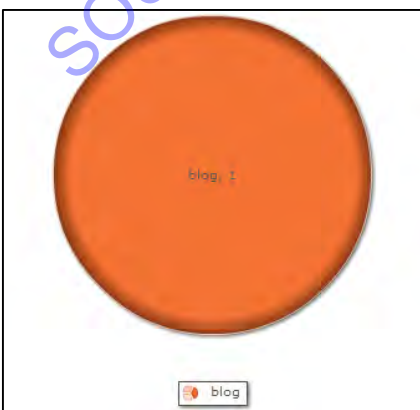
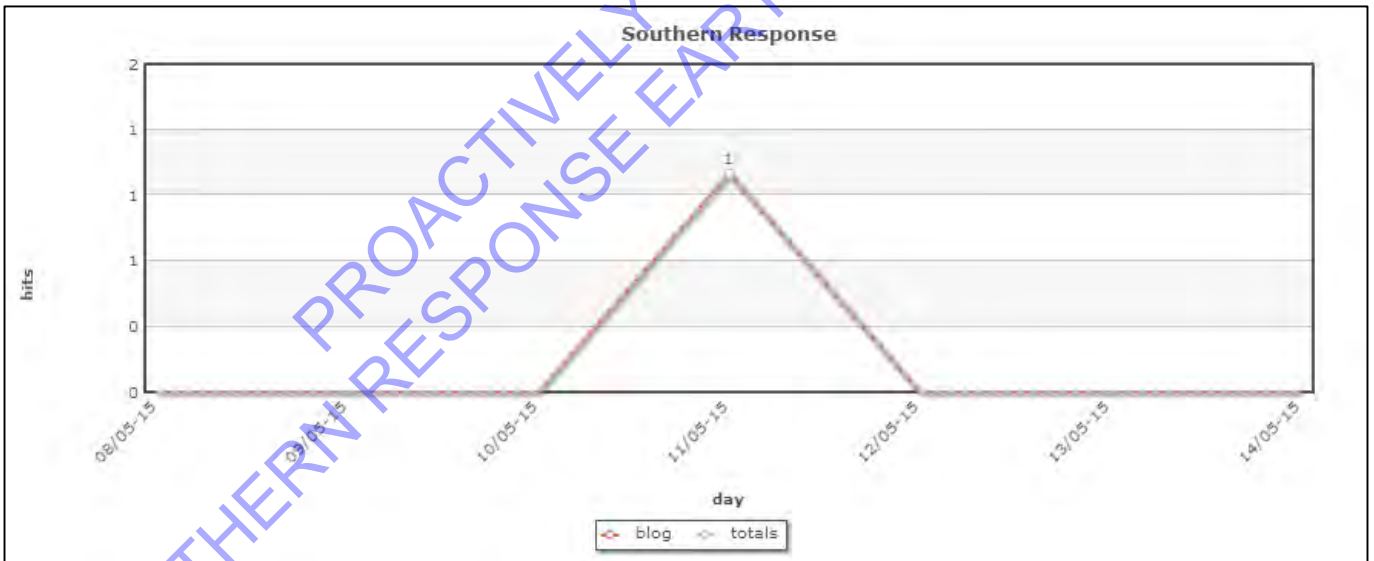
Friday 15 – Thursday 21 May 2015

News Media:



- http://www.kiwiblog.co.nz/2015/05/why_did_the_canterbury_earthquake_insurance_claims_take_so_long_to_pay_out_-_part_1.html
- <http://www.stuff.co.nz/southland-times/business/national-business/68517120/Does-Government-company-have-enough-for-all-its-earthquake-claims>
- <http://www.rebuildchristchurch.co.nz/blog/2015/5/eqc-ecg-complaint-against-the-press-upheld>

Social Media:

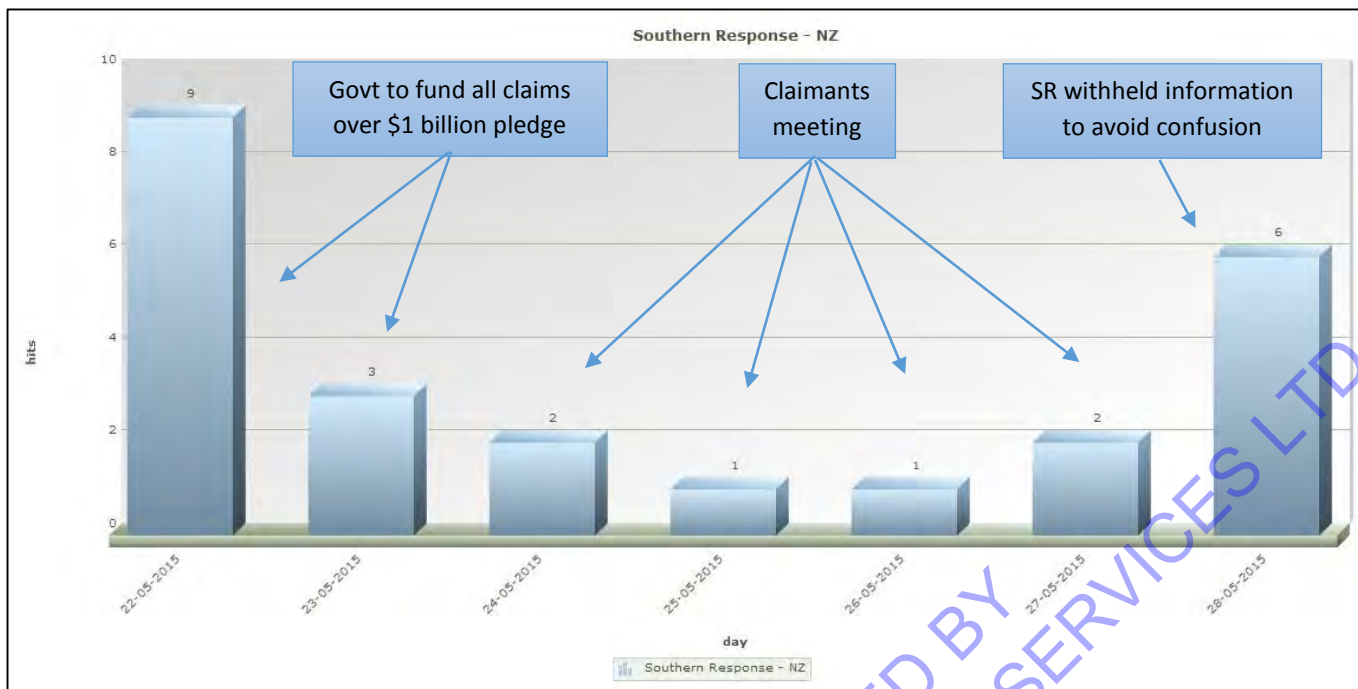


- News media activity as per graph and links above
- Social media results consist of the same blog post as above and as featured in TCIL blog
- No references to direct action or protest.

Southern Response Weekly Reporting

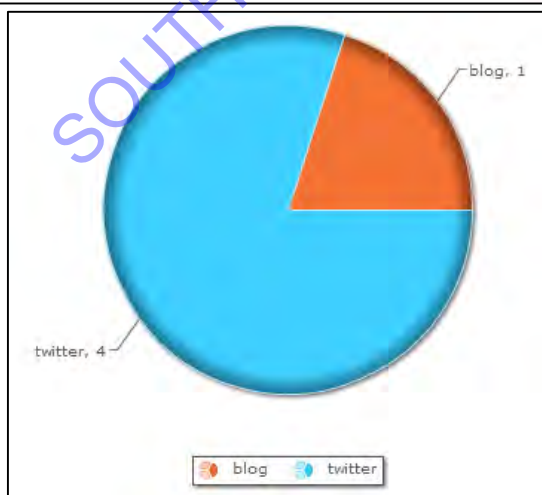
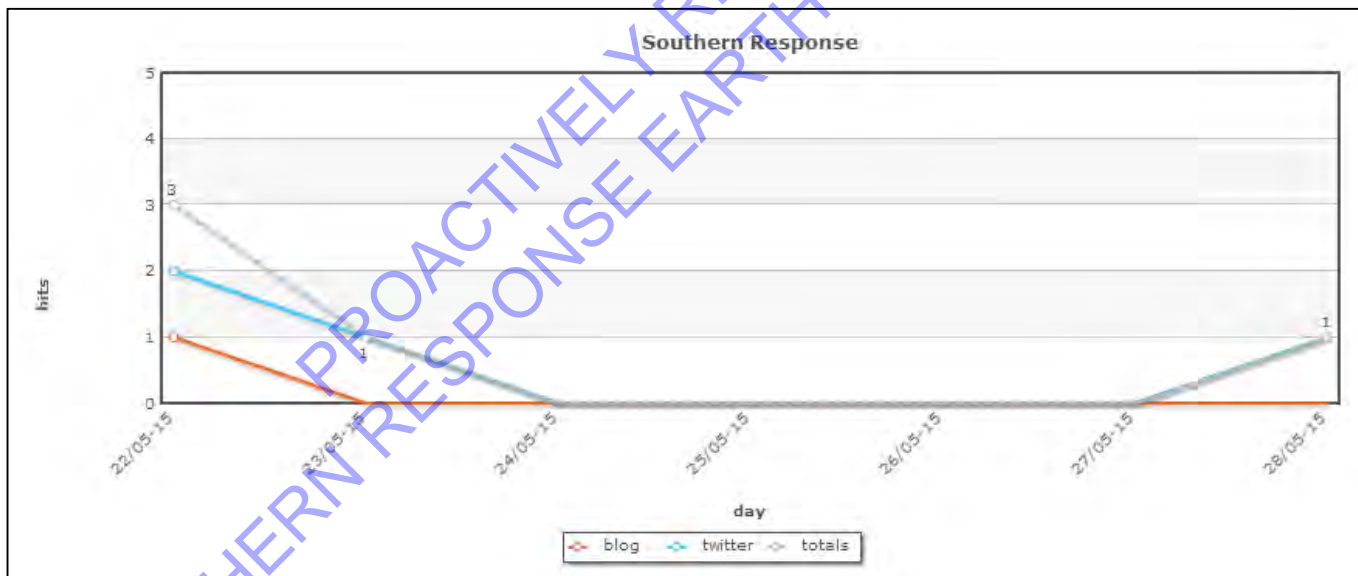
Friday 22 – Thursday 28 May 2015

News Media:



- <http://www.stuff.co.nz/business/industries/68769247/southern-response-to-get-more-government-money-if-needed>
- <http://www.rebuildchristchurch.co.nz/blog/2015/5/claimants-4-claimants-get-the-slides-insurance-dilemma-meeting-over-600-attended>
- <http://www.stuff.co.nz/southland-times/business/national-business/68910133/Southern-Response-withheld-insurance-information-to-avoid-confusion>

Social Media:

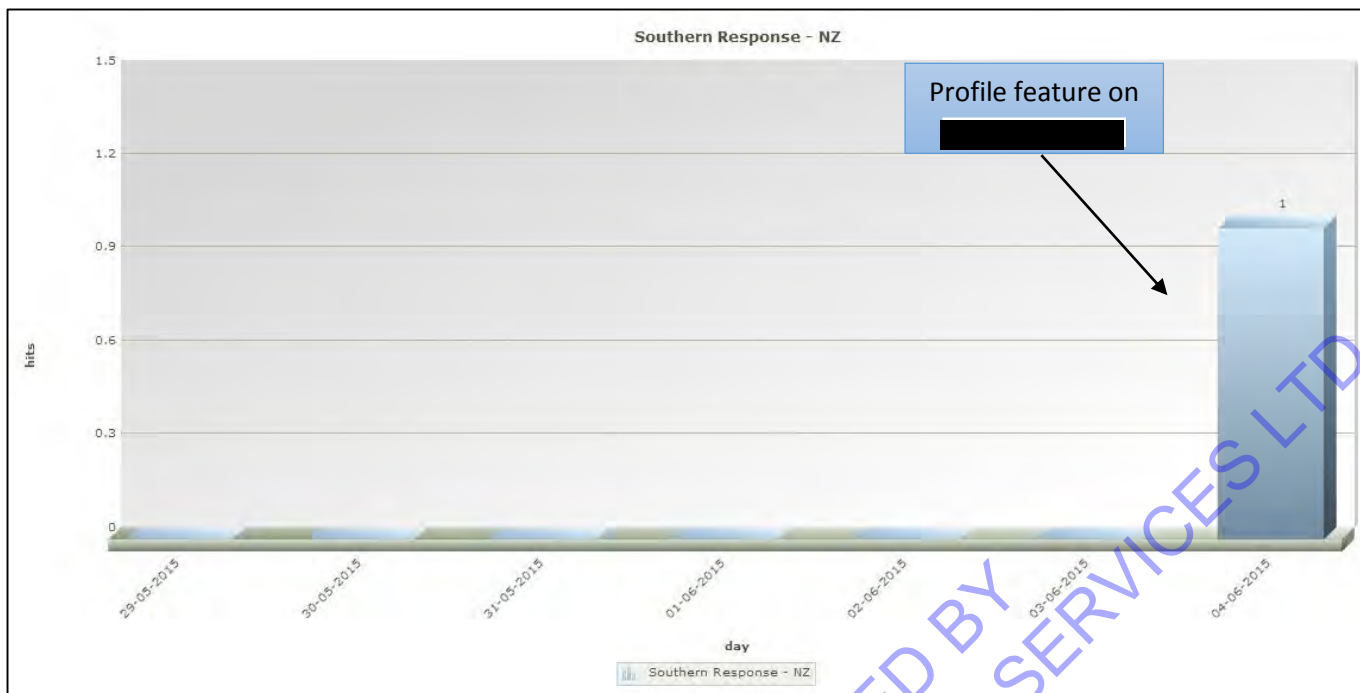


- A busier week for news media activity as per graph and links above (top)
- Social media results consist of a blog post by [REDACTED] in relation to her complaint to the ombudsman (see link below) and re-tweets of this week's news media stories. <https://thechristchurchfiasco.wordpress.com/2015/05/22/change-org-update/>
- No references to direct action or protest.

Southern Response Weekly Reporting

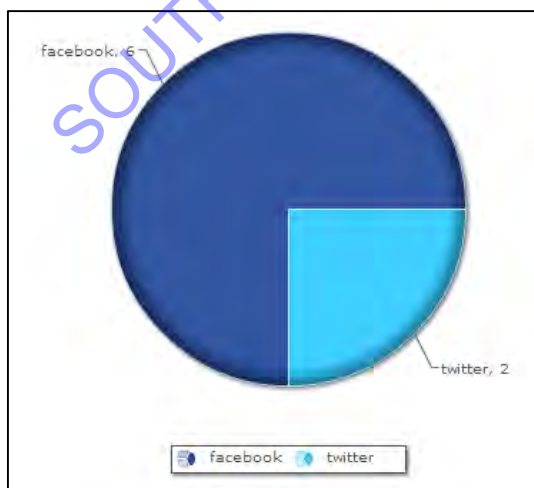
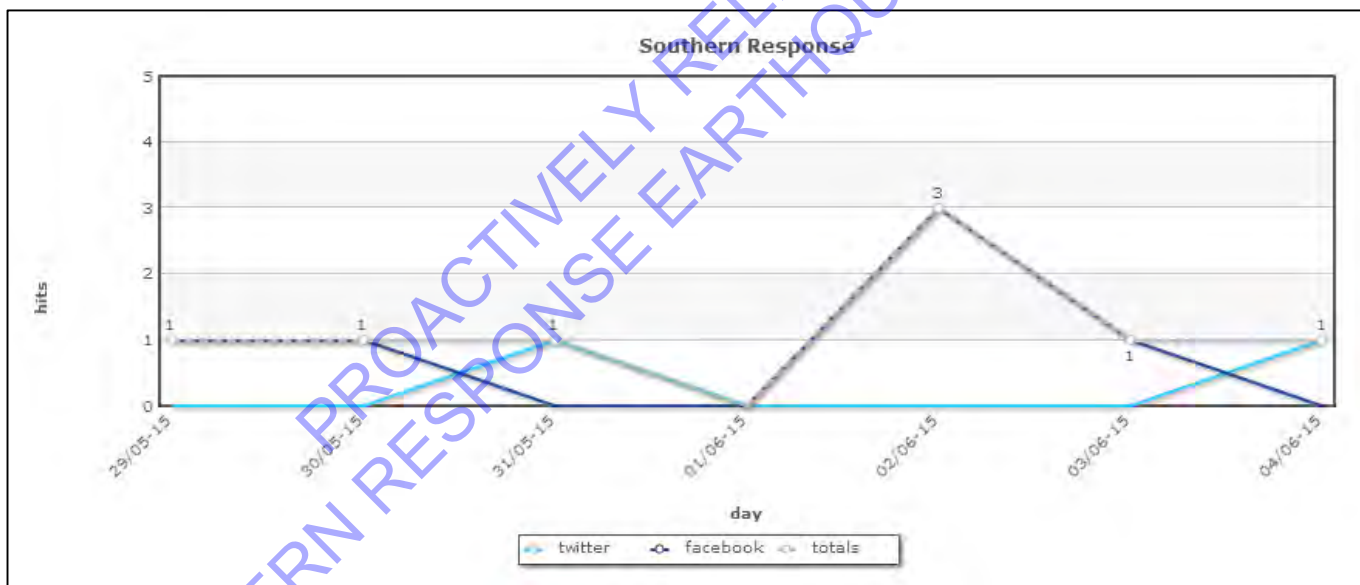
Friday 29 May – Thursday 4 June 2015

News Media:



- <http://www.scoop.co.nz/stories/BU1506/S00153/class-action-hero-and-other-lawyers-in-the-news.htm>

Social Media:



- A quiet news week this week
- Social media results are as blogged and largely Facebook based
- There were also information seminars held this week (Tues-Fri) by GCA in relation to the class action.
- No references to direct action or protest.

Southern Response Weekly Reporting

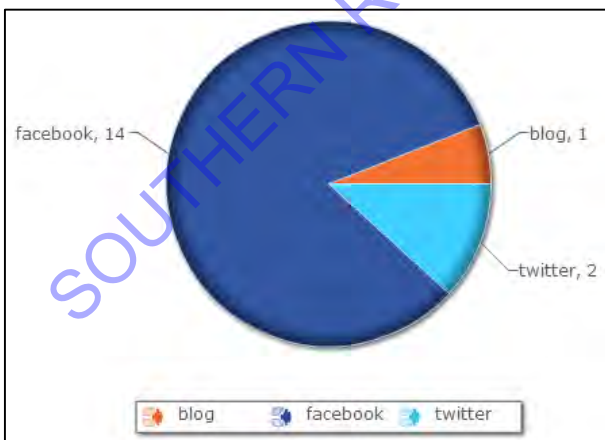
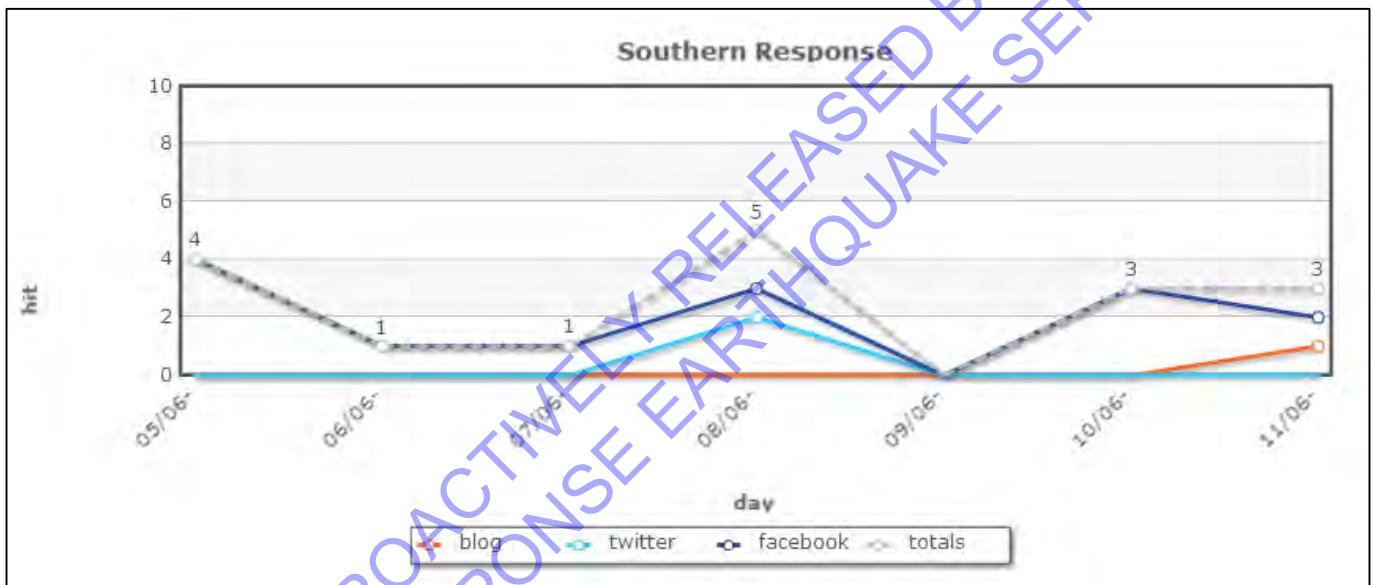
Friday 5 - Thursday 11 June 2015

News Media:

No new news stories this week, therefore no graph presented.

no news is
good news

Social Media:

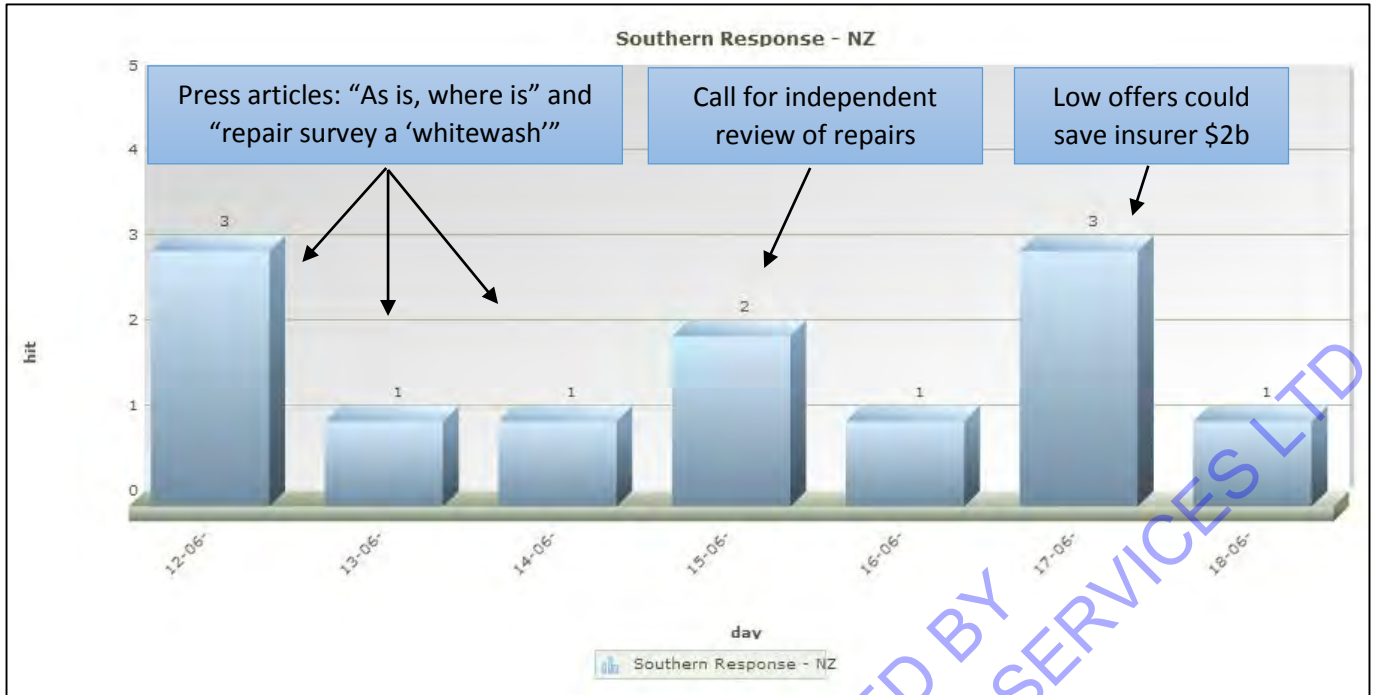


- No new news media stories this week
- Social media results were mostly in relation into the class action and the upcoming meeting on 16 June, but also SNR recent posts of information (gained through SR publicising or through OIA process) with their own commentary added. These have been submitted to the blog throughout the week.
- No references to direct action or protest.

Southern Response Weekly Reporting

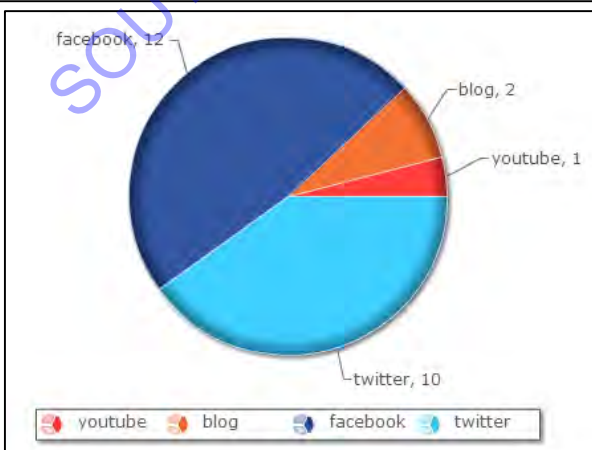
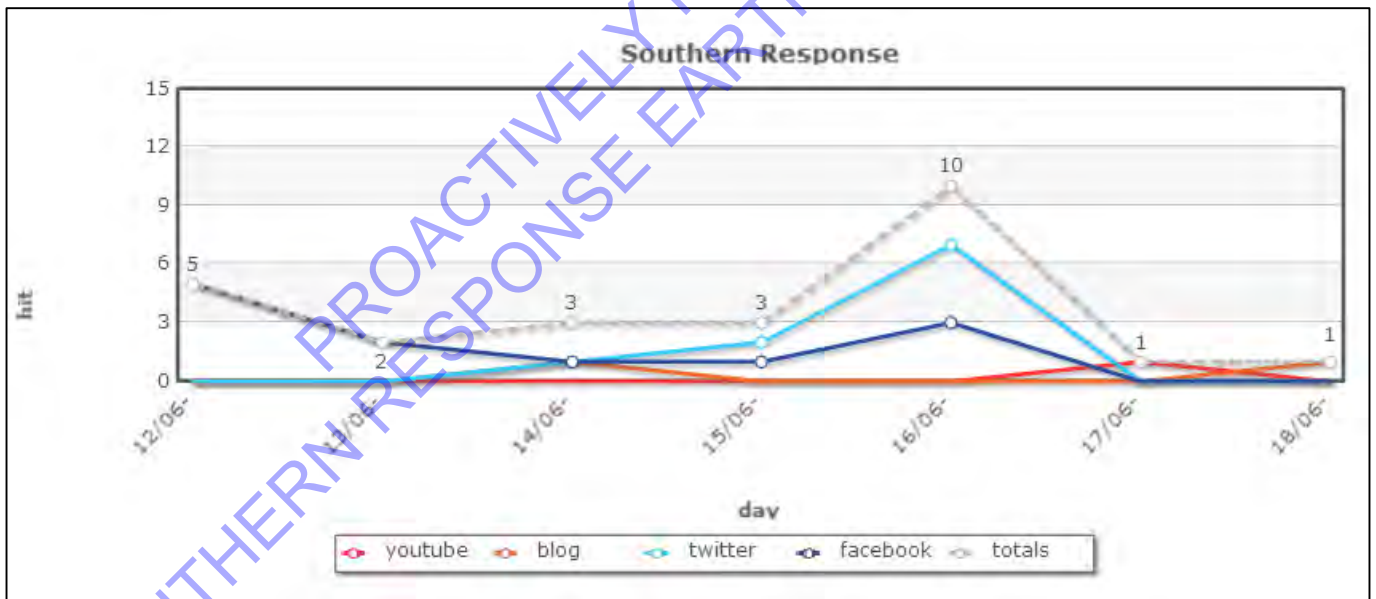
Friday 12 - Thursday 18 June 2015

News Media:



- www.stuff.co.nz/the-press/business/the-rebuild/69329787/As-is-where-is-houses-are-Christchurchs-new-gold-mine
- www.stuff.co.nz/the-press/news/christchurch-earthquake-2011/69382563/canterbury-earthquake-repair-survey-a-whitewash
- www.radionz.co.nz/news/regional/276247/earthquake-repair-survey-'selective'
- www.msn.com/en-nz/money/news/low-offers-could-save-insurer-dollar2b-says-lawyer/ar-BBleCo7
- www.stuff.co.nz/the-press/opinion/69428119/editorial-rigorous-study-of-quake-repairs-needed

Social Media:



- A busy week of both news & social media (news as per links above and as blogged)
- Social media results were mostly in relation to the class action meeting. These have been submitted to the blog throughout the week.
- Southern No Response continue to post SR documents into dropbox for Facebook members to access (e.g. SR Glossary of Terms)
- No references to direct action or protest.

Southern Response Weekly Reporting

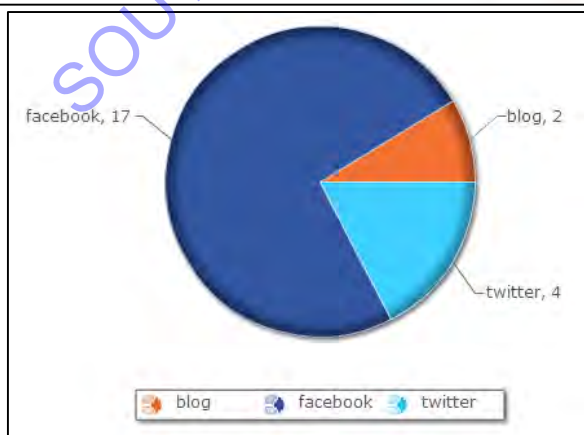
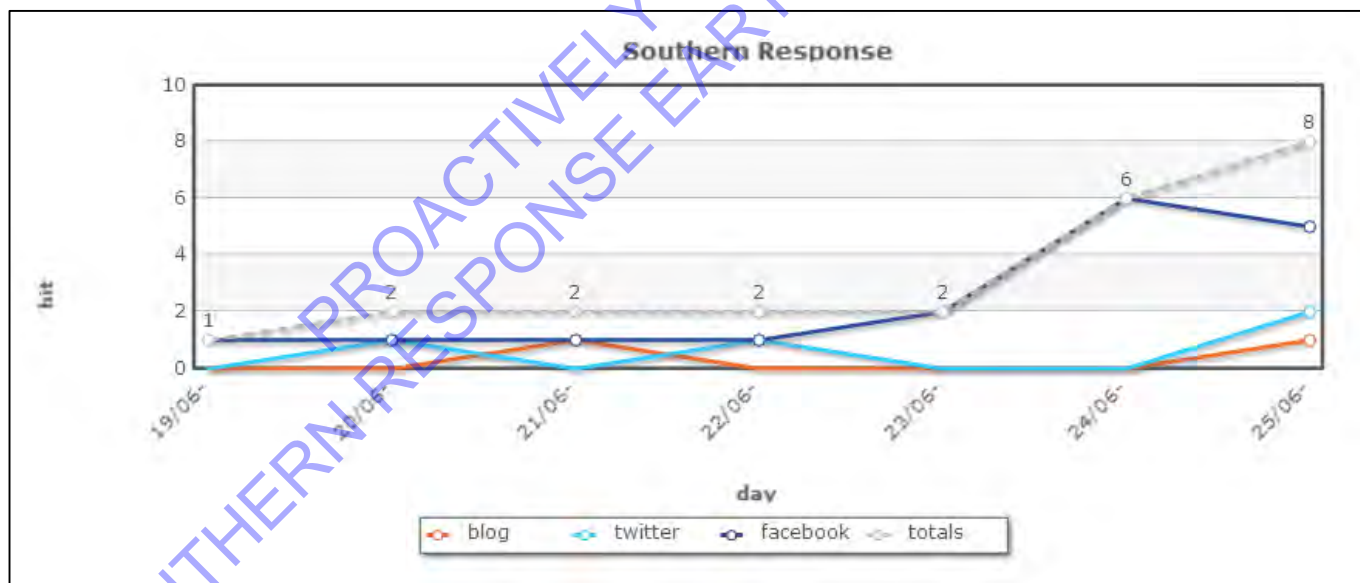
Friday 19 - Thursday 25 June 2015

News Media:



- <http://www.rebuildchristchurch.co.nz/blog/2015/6/southern-response-special-edition-e-newsletter-thoughts-on-the-proposed-class-action-free-legal-advice>
- <http://www.stuff.co.nz/the-press/news/69614565/██████████-southern-response-is-part-ambulance-chaser>
- <http://www.southernresponse.org.nz/the-issues/bullied/southern-response-free-legal-offer-a-possible-trap/>

Social Media:

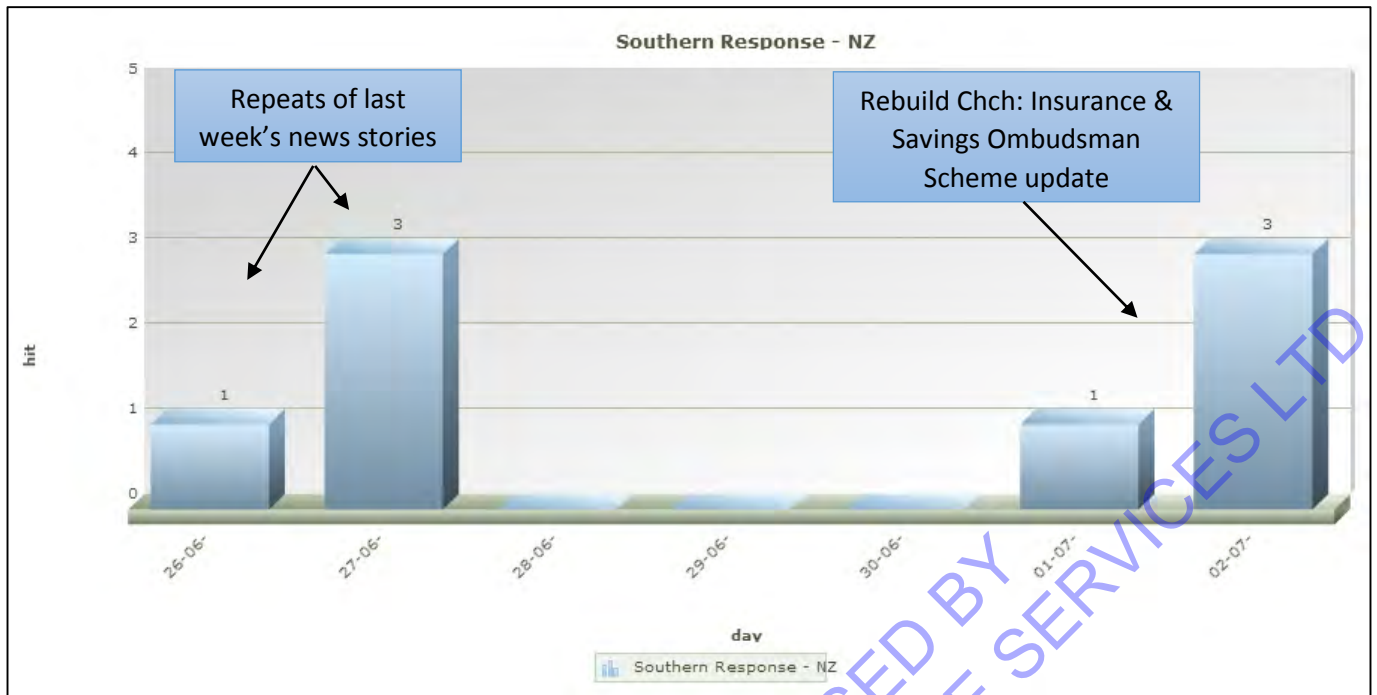


- News media this week has been focussed on Southern Response's offer of 2 hours free legal advice and SNR reaction to it.
- Social media results consist of re-posts of this news story and the deadline to the class action being extended. These, and other commentary, have been submitted to the blog throughout the week.
- Facebook has continued to be the social medium of choice for Southern Response related matters.
- No references to direct action or protest.

Southern Response Weekly Reporting

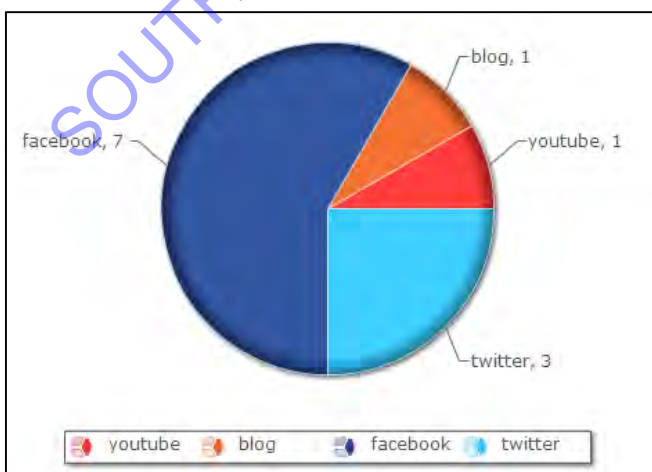
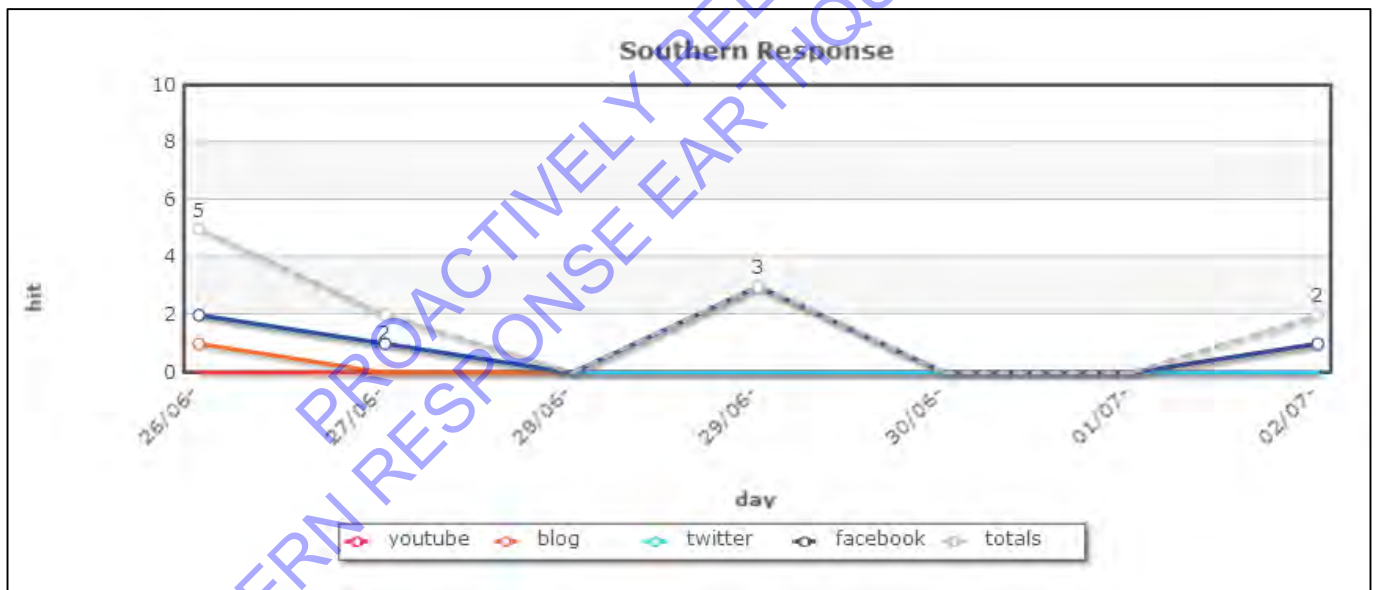
Friday 26 June – Thursday 2 July 2015

News Media:



- <http://www.rebuildchristchurch.co.nz/blog/2015/7/insurance-and-savings-ombudsman-scheme-canterbury-update>

Social Media:

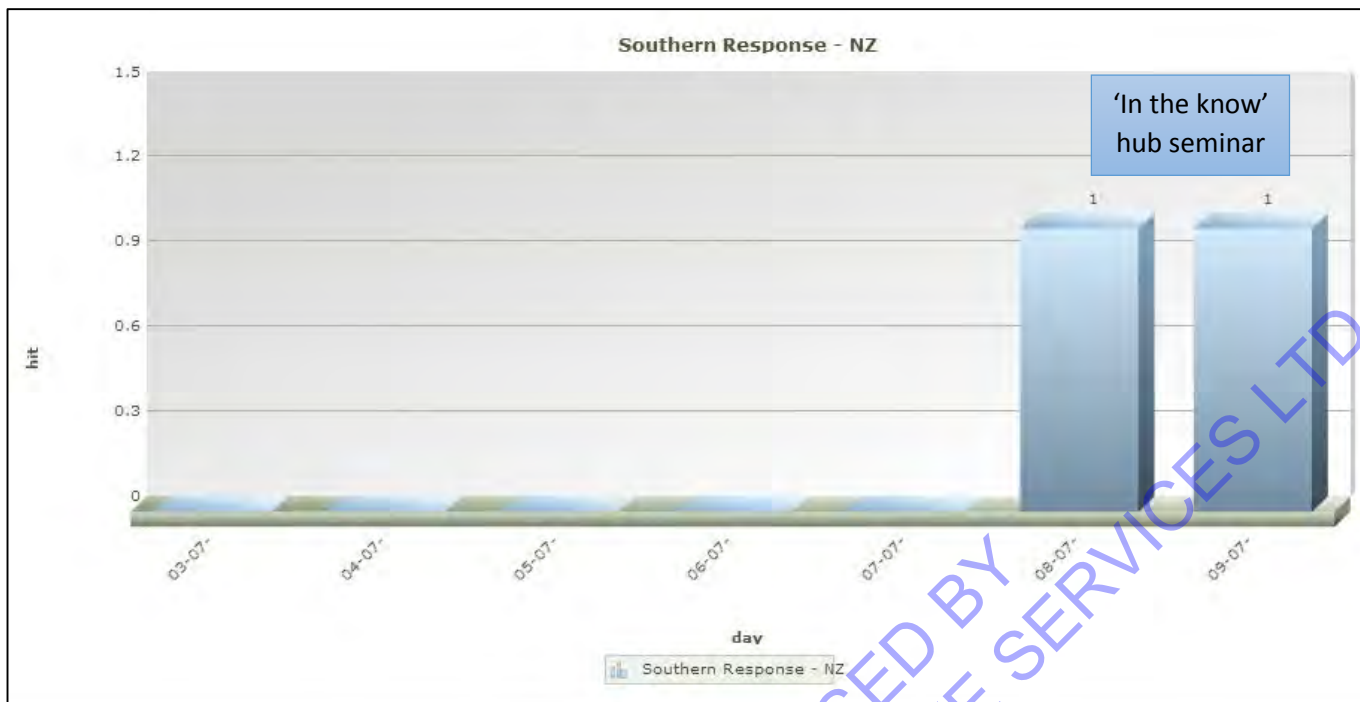


- This week's news media was largely a repeat of last week's news stories
- Social media results were mostly in relation to SR forecasting of claims settlement and publishing of the SOI. These have been submitted to the blog throughout the week.
- No references to direct action or protest.

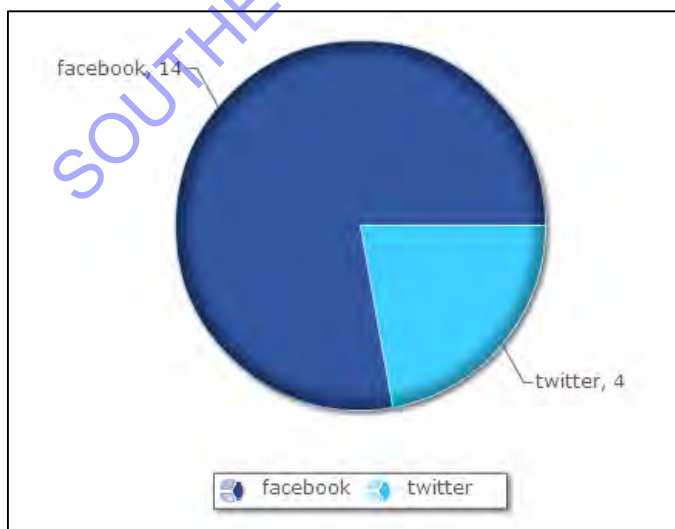
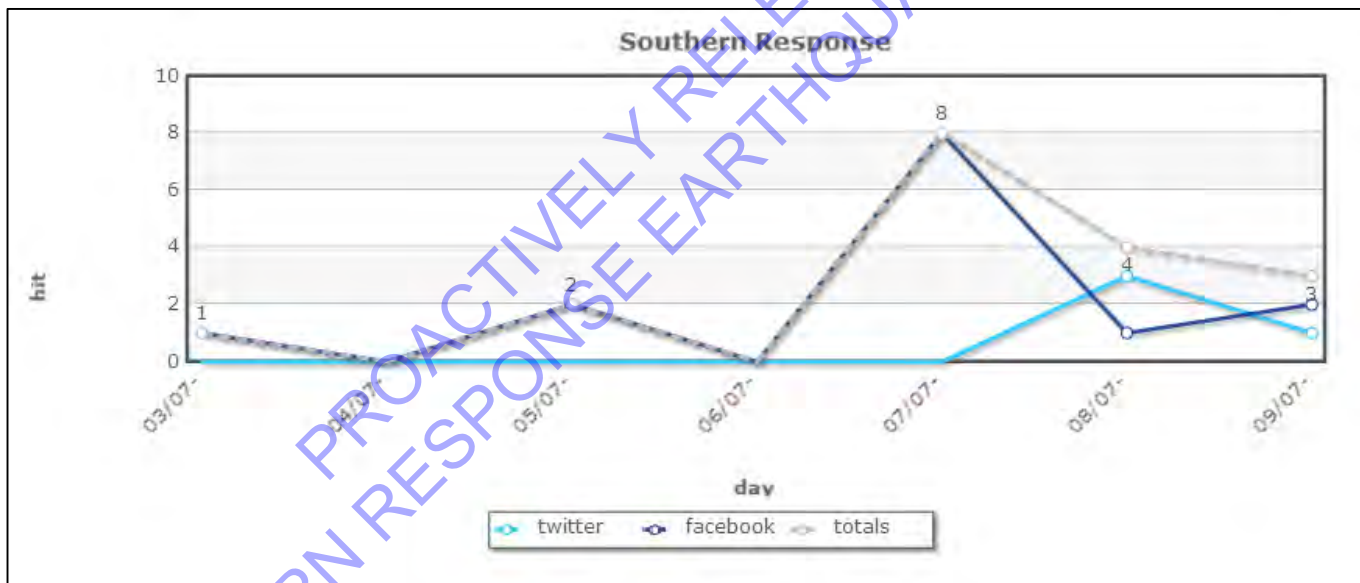
Southern Response Weekly Reporting

Friday 3 – Thursday 9 July 2015

News Media:



Social Media:

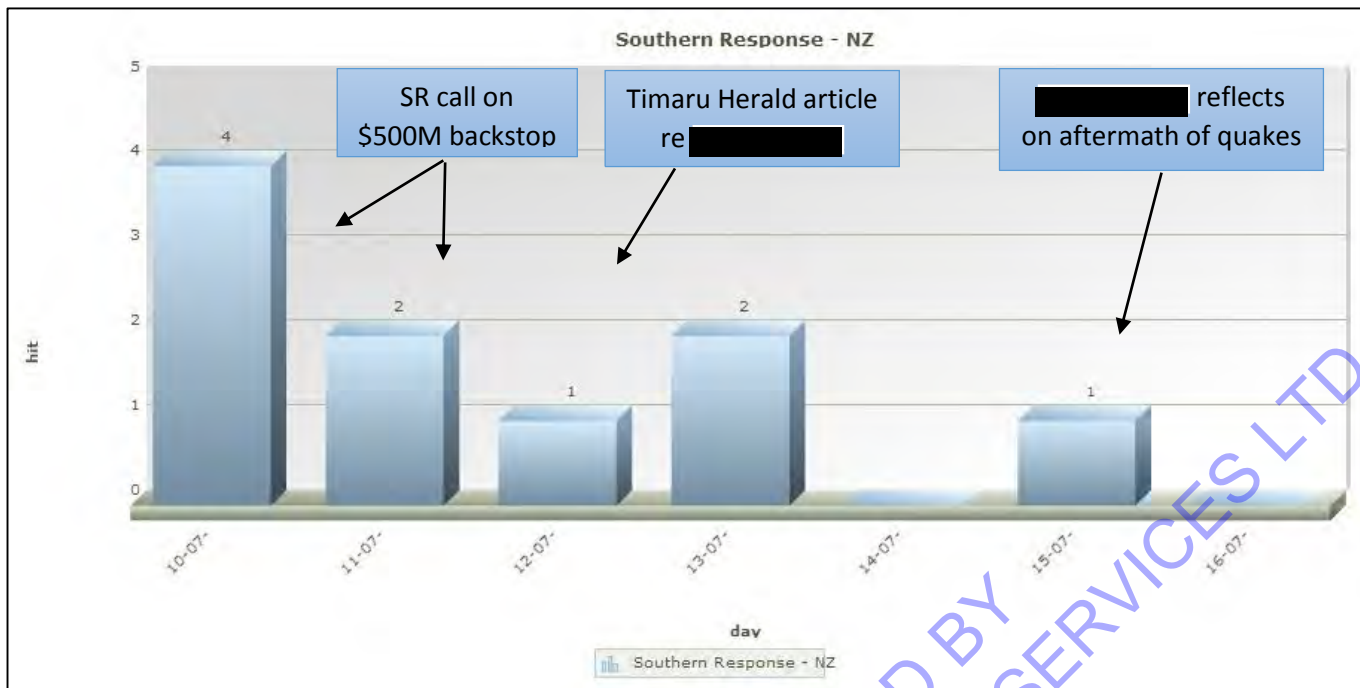


- A quiet week of news media
- Social media results have been around emails relating to [REDACTED] v SR & Attorney-General; Class Action updates; and a Southern No Response post re delayed release of SR Claim Valuation report. These have been submitted to the blog throughout the week.
- No references to direct action or protest.

Southern Response Weekly Reporting

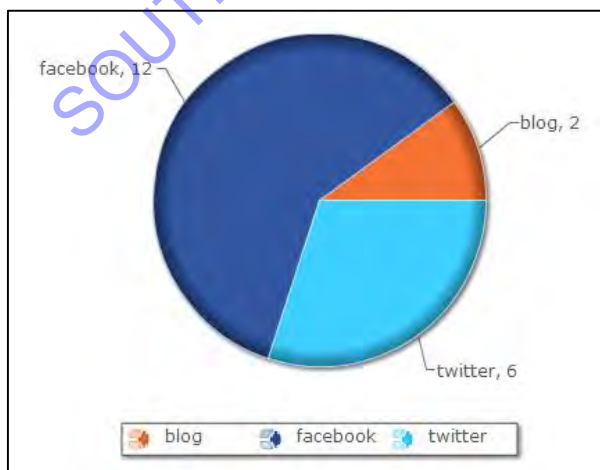
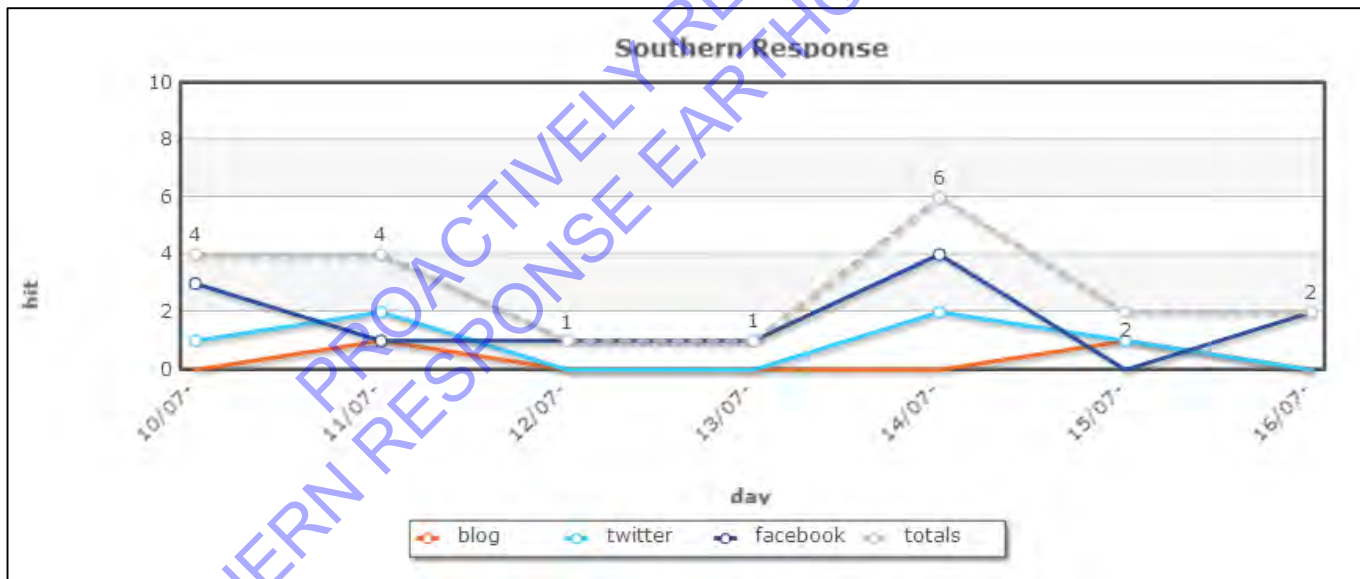
Friday 10 – Thursday 16 July 2015

News Media:



- <http://www.nbr.co.nz/article/southern-response-call-500m-backstop-quake-claims-mount-b-175451>
- <http://www.stuff.co.nz/timaru-herald/news/national/70084887/How-much-is-the-Government-really-spending-to-fix-Christchurch>
- <http://www.rebuildchristchurch.co.nz/blog/2015/7/southern-response-continued-government-support-for-southern-response>
- [http://www.interest.co.nz/opinion/76535-\[redacted\]-effects-how-cantabs-are-getting-used-living-aftermath-quake-arent](http://www.interest.co.nz/opinion/76535-[redacted]-effects-how-cantabs-are-getting-used-living-aftermath-quake-arent)

Social Media:

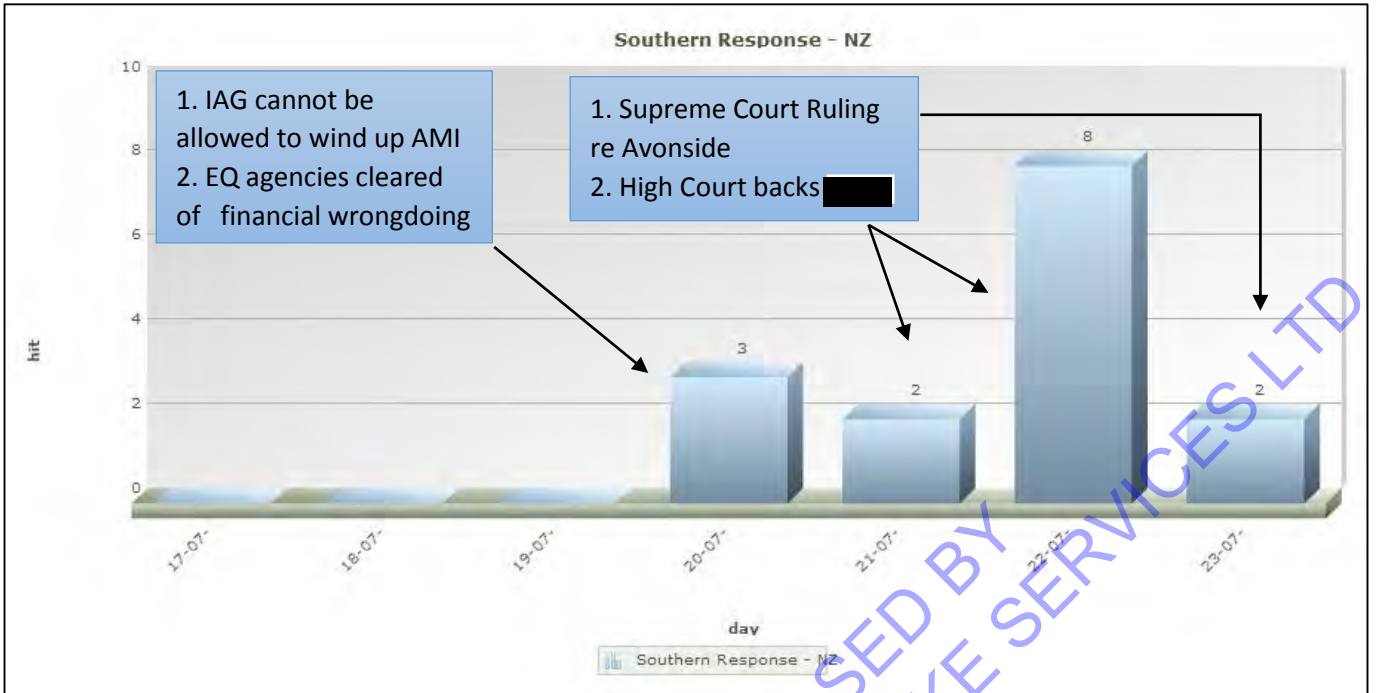


- The main news story this week has been SR drawing on the \$500M backstop funding. There have also been a couple of articles related to [redacted] (as above).
- Social media results have largely been reposts of the above stories. These have been submitted to the blog throughout the week. There has also been continued commentary from Southern No Response in respect of SR withholding information.
- No references to direct action or protest.

Southern Response Weekly Reporting

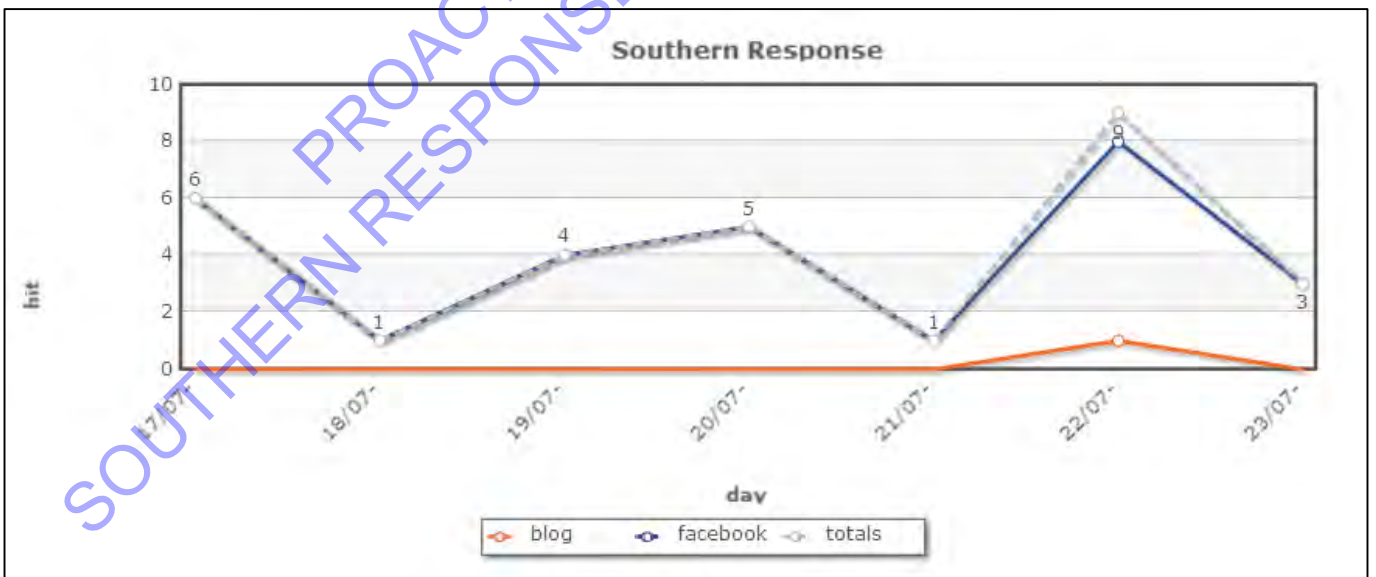
Friday 17 – Thursday 23 July 2015

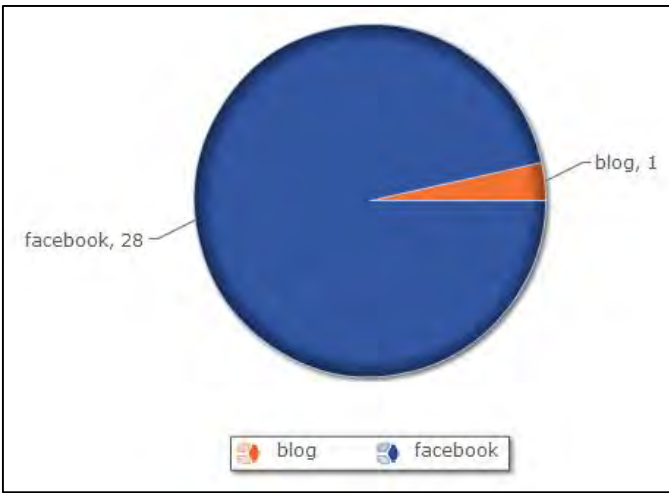
News Media:



- <http://www.rebuildchristchurch.co.nz/blog/2015/7/claimants-4-claimants-urgent-action-iag-cannot-be-allowed-to-wind-up-ami-insurance-ltd>
- <http://www.msn.com/en-nz/money/news/recovery-agencies-cleared-of-financial-wrongdoing/ar-AAddPWm>
- <http://www.radionz.co.nz/news/regional/279164/recovery-agencies-cleared-of-financial-wrongdoing>
- <http://www.stuff.co.nz/business/70445749/supreme-court-awards-extra-300k-insurance-for-quake-damaged-property>
- <http://www.scoop.co.nz/multimedia/tv/business/107267.html>
- [http://www.stuff.co.nz/the-press/news/70458858/high-court-backs-\[redacted\]-against-ecq-and-southern-response](http://www.stuff.co.nz/the-press/news/70458858/high-court-backs-[redacted]-against-ecq-and-southern-response)
- <http://www.odt.co.nz/news/national/349973/supreme-court-upholds-quake-payout>

Social Media:





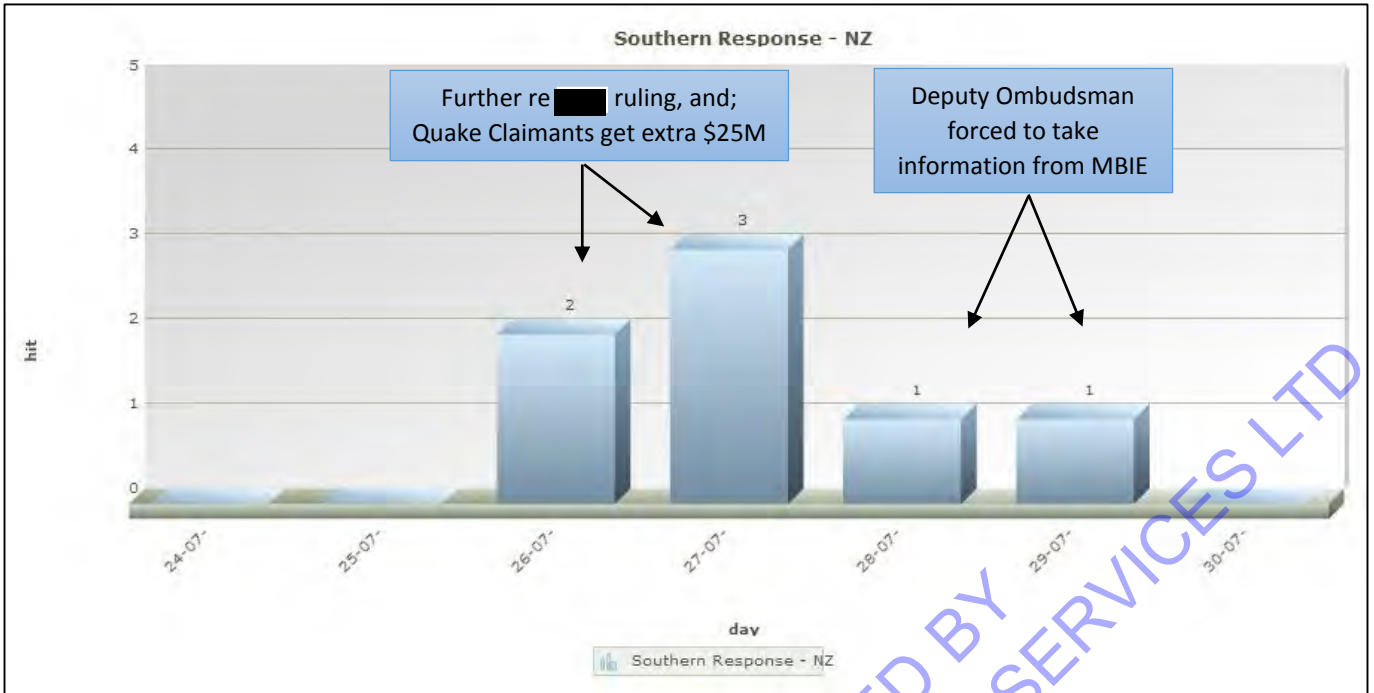
- A busy week of news with the majority of reporting around the recent court rulings against Southern Response in the High Court & Supreme Court. There was also an article in respect of the Auditor Generals response to [REDACTED] OIAs (links above).
- Social media results have largely been reposts of the above stories as well as promotion of a campaign against IAGs intention to wind up AMI.
- No references to direct action or protest.

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

Southern Response Weekly Reporting

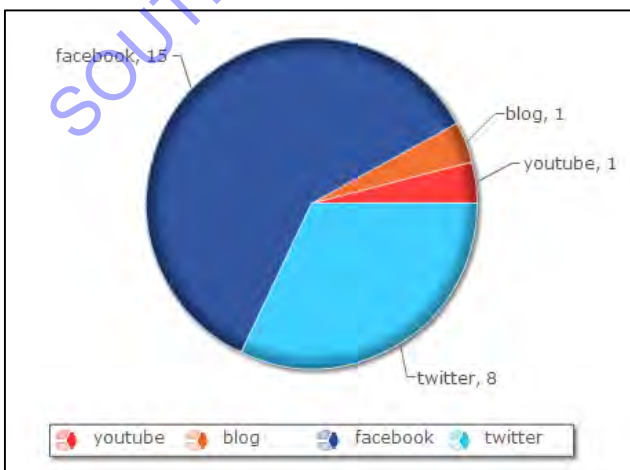
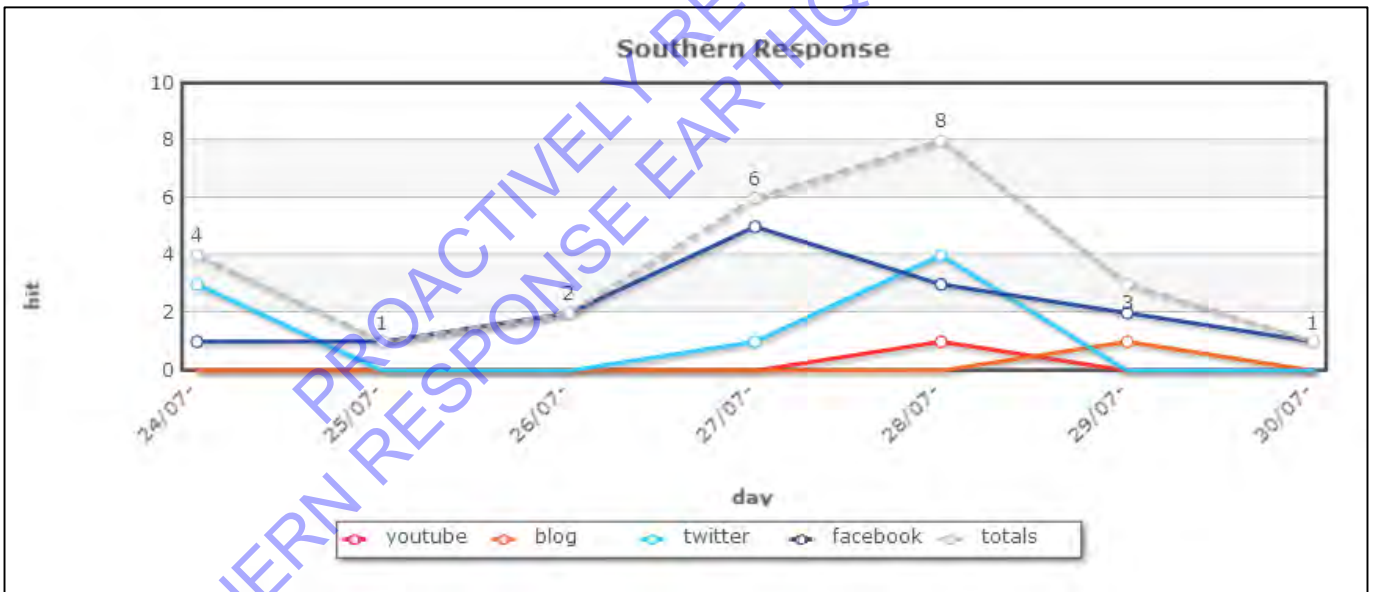
Friday 24 – Thursday 30 July 2015

News Media:



- <http://www.stuff.co.nz/business/70588025/southern-response-quake-claimants-get-extra-25-million-from-supreme-court-ruling>
- <https://thechristchurchiasco.wordpress.com/2015/07/28/deputy-ombudsman-forced-to-take-information-from-mbie-by-change-org/>

Social Media:

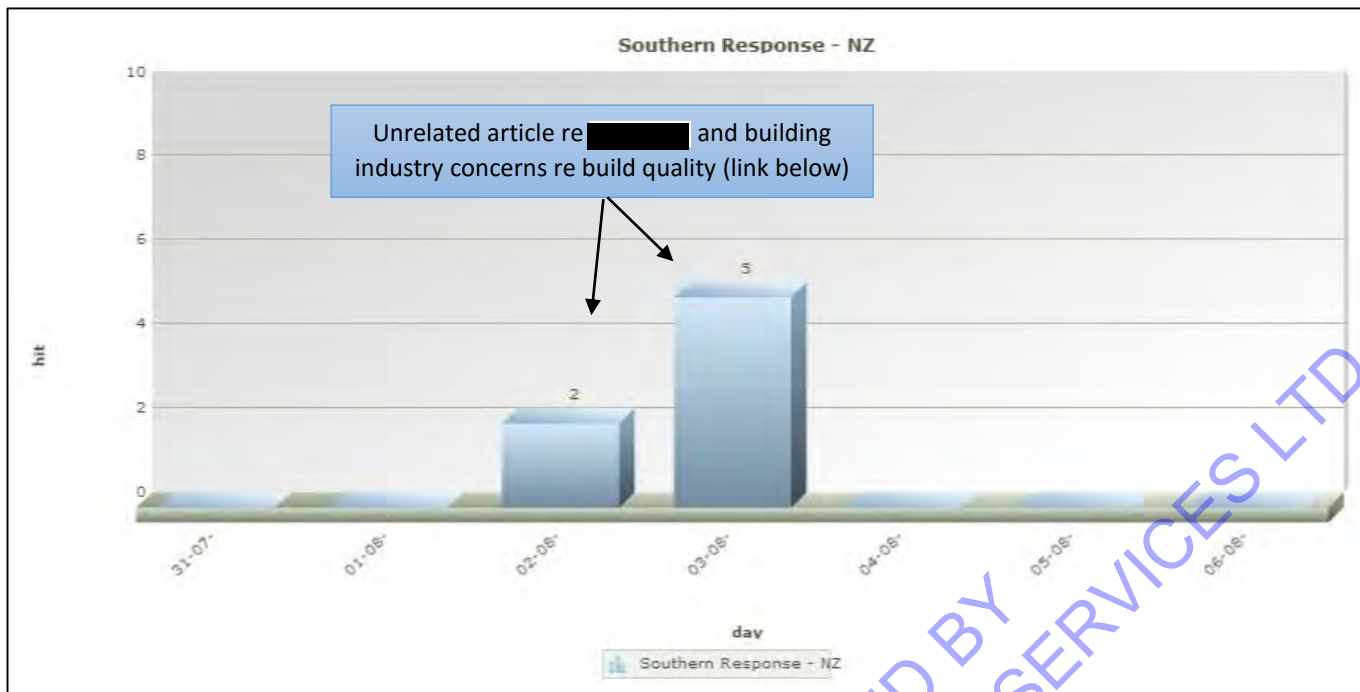


- News reporting this week has been largely around the extra \$25M that quake claimants may be entitled to. There has also been continued reporting of last week's [redacted] ruling.
- Social media results have featured continued commentary from [redacted] and further postings of ongoing news stories from the past two weeks.
- Announcement of another Homeowner Forum on 13 August (blogged)
- No references to direct action or protest.

Southern Response Weekly Reporting

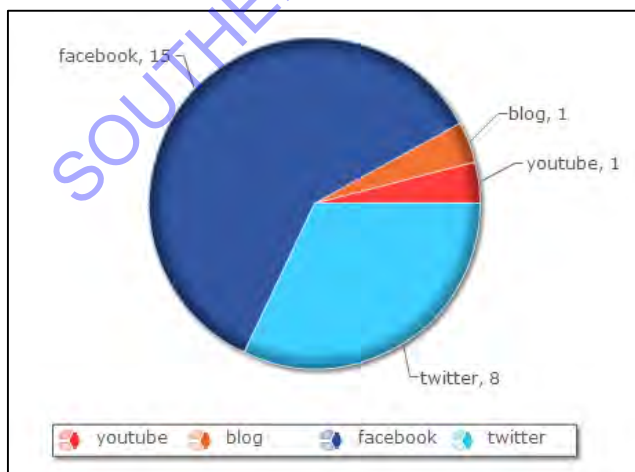
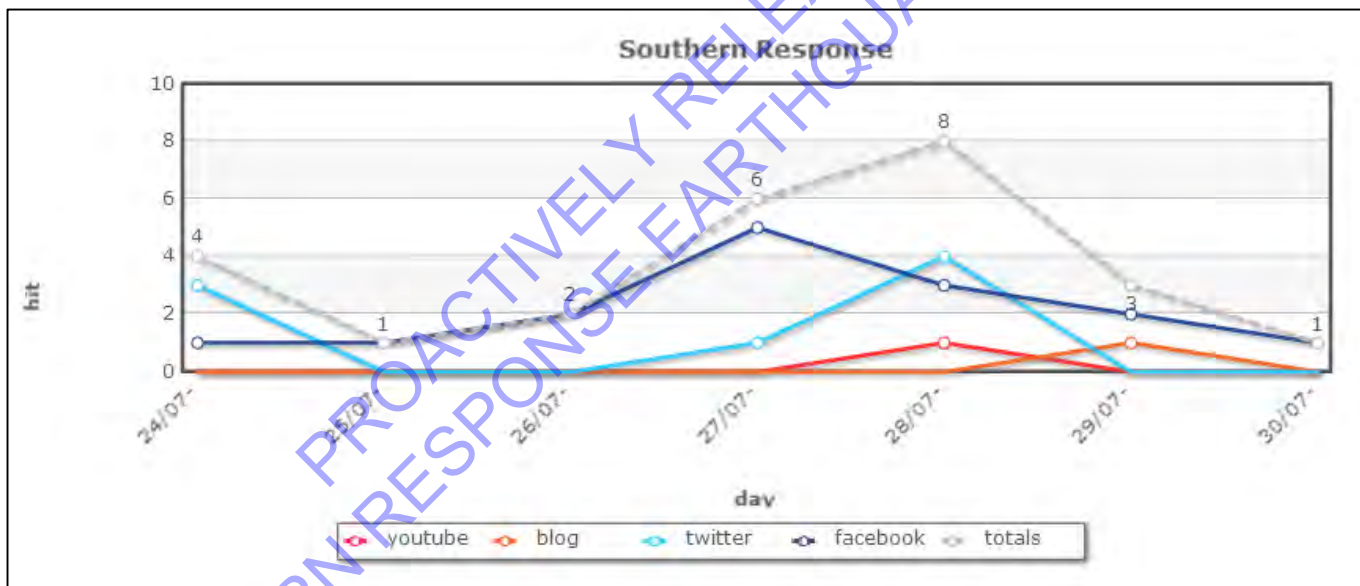
Friday 31 July – Thursday 6 August 2015

News Media:



- <http://www.stuff.co.nz/business/industries/70788353/home-repair-risk-in-canterbury-building-industry-warns>

Social Media:

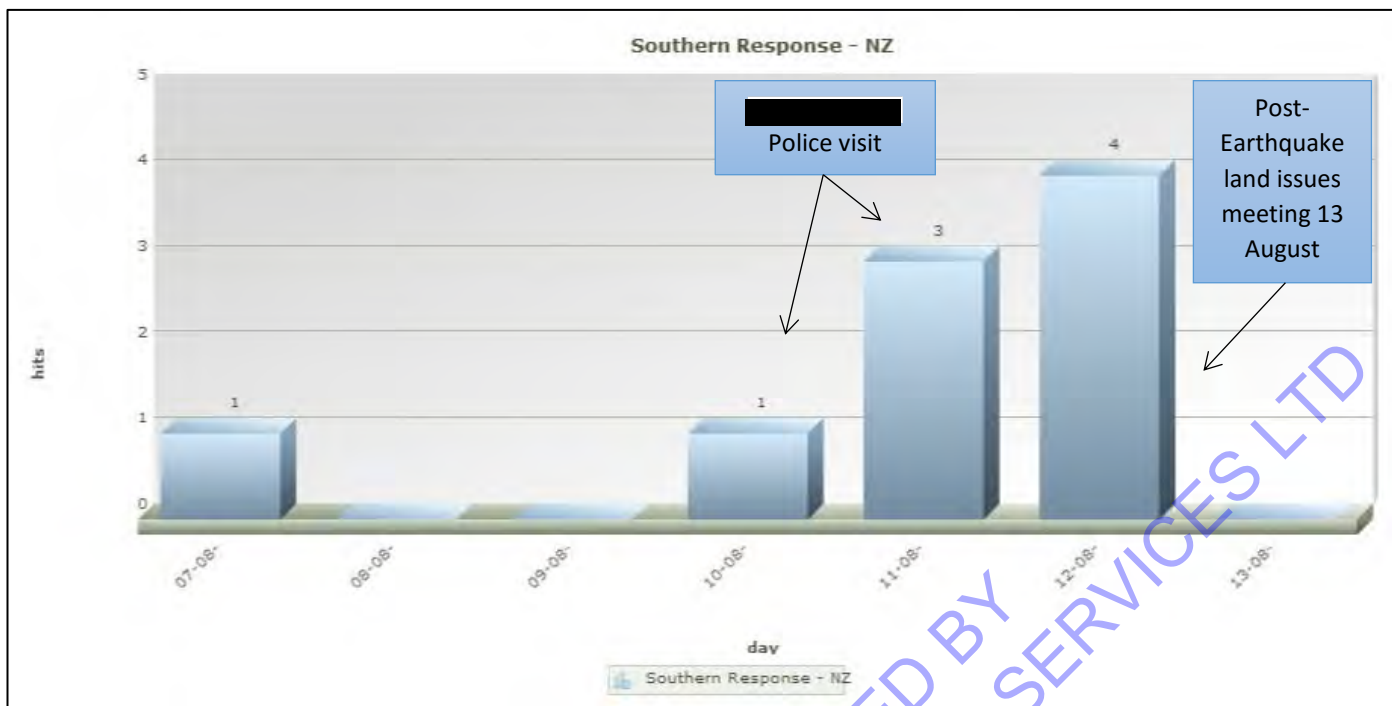


- Very little relevant news media this week.
- Facebook posts consist of the ongoing and numerous emails from Mr [redacted] to various authorities and organisations (including the New York Times). We have ceased capturing these to the blog due to their repetitive nature. An increase in Twitter activity this week has consisted of retweets of recent stories re court judgements. Blog & You Tube results were repeats of recent stories also.
- No references to direct action or protest.

Southern Response Weekly Reporting

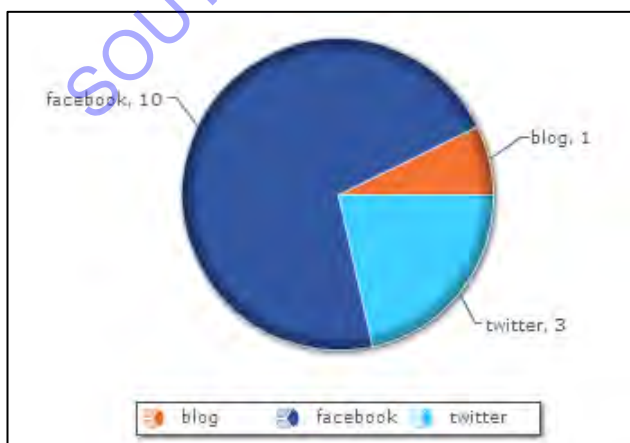
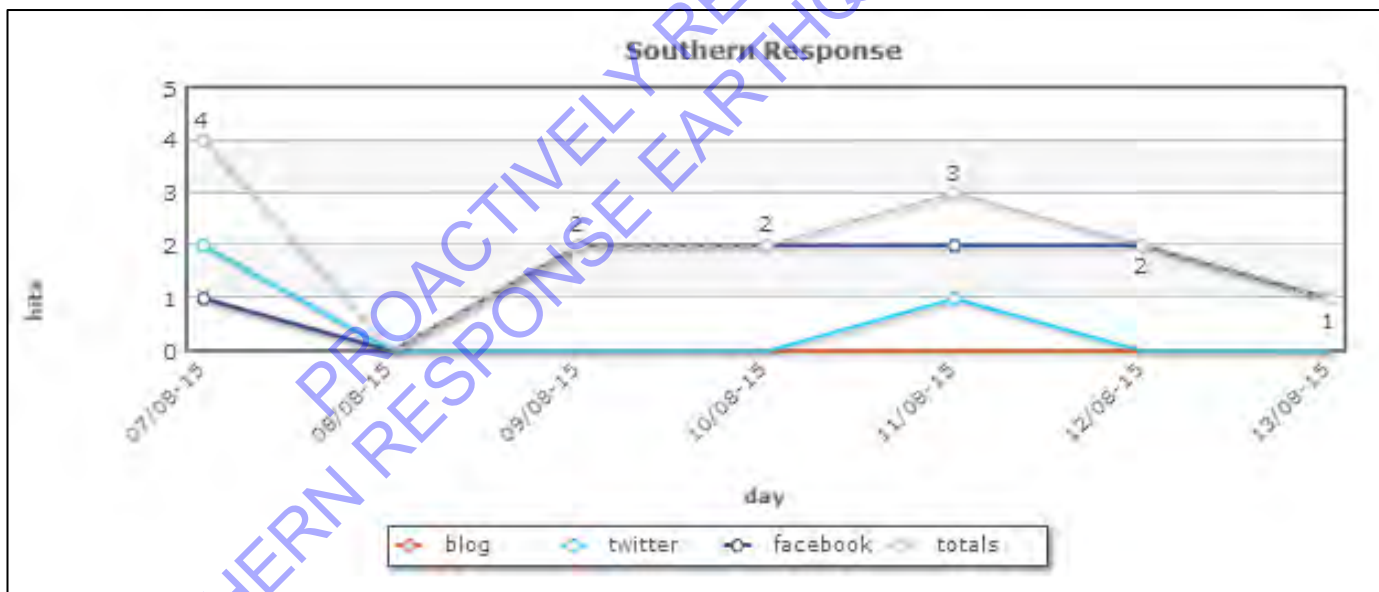
Friday 7 – Thursday 13 August 2015

News Media:



- <http://www.stuff.co.nz/business/70984990/cop-visit-for-sending-daily-emails-to-insurer>
- <http://www.3news.co.nz/nznews/christchurch-insurance-critic-gets-police-visit-over-emails-2015081109#axzz3ijSWYZS2>
- <http://www.scoop.co.nz/stories/AK1508/S00249/meeting-in-christchurch-on-post-earthquake-land-issues-138.htm>

Social Media:

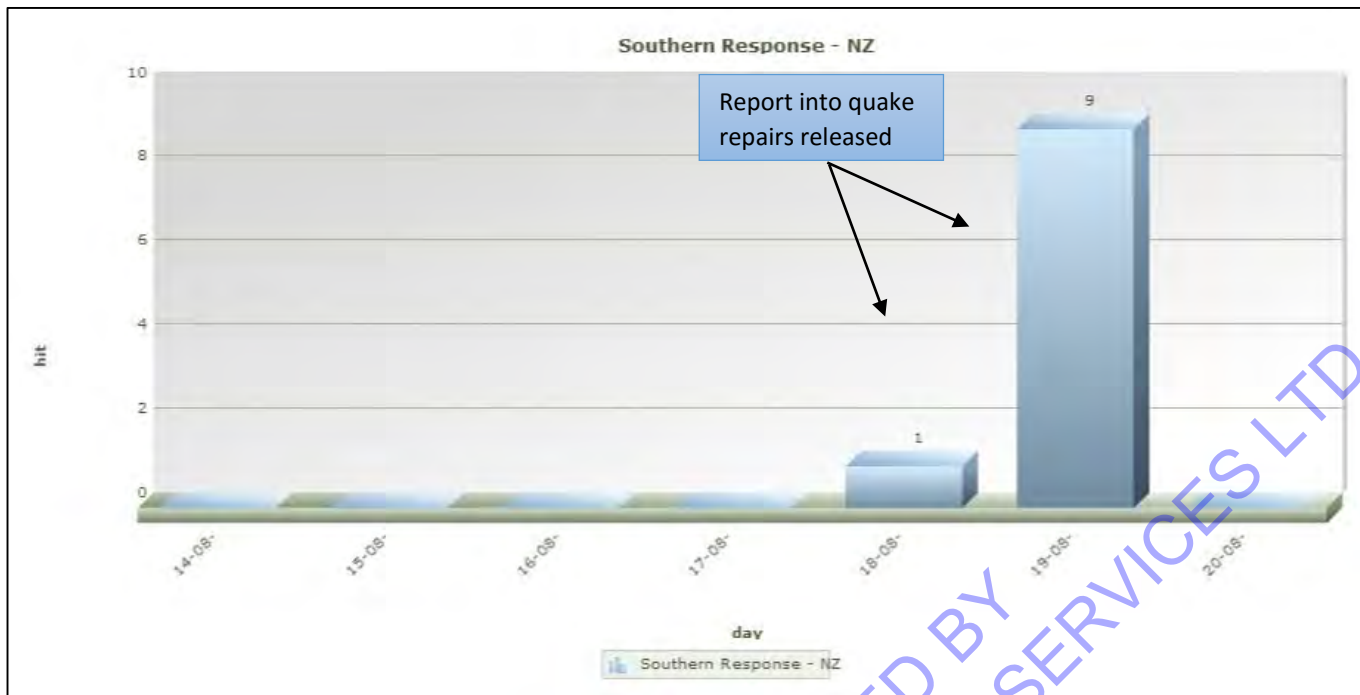


- The main news media story of the week has been [redacted] visit from Police and also promotion of the meeting at the Transitional Cathedral on 13 August.
- Facebook posts consist of mixed reaction to the [redacted] story but mainly supportive of his cause.
- No references to direct action or protest.

Southern Response Weekly Reporting

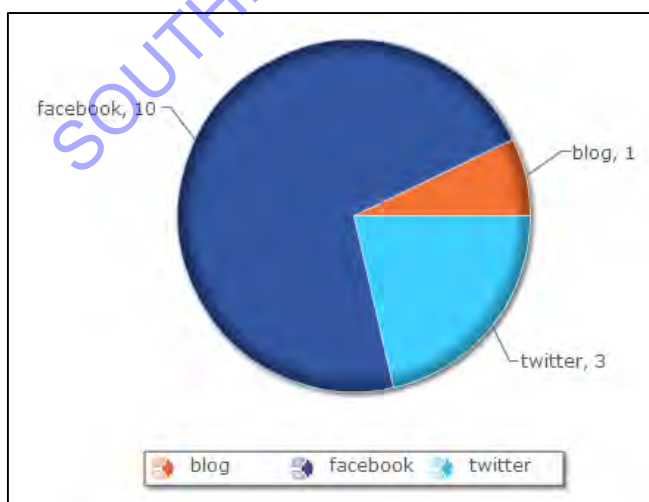
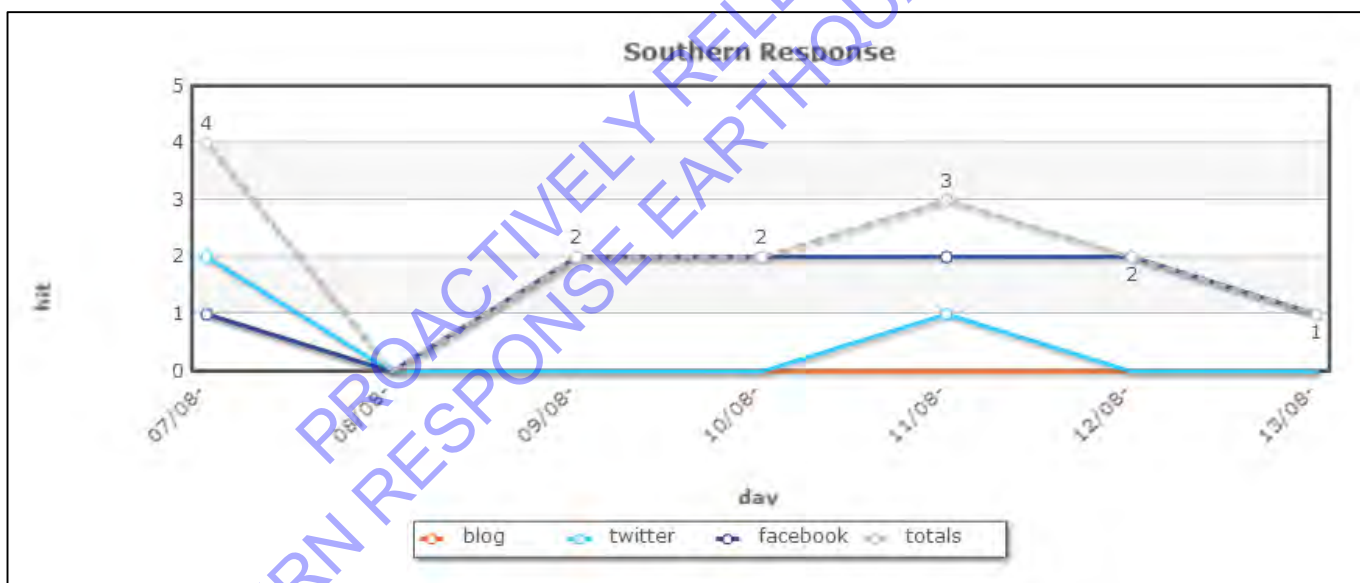
Friday 14 – Thursday 20 August 2015

News Media:



- <http://www.stuff.co.nz/business/71252533/survey-of-canterbury-quake-repairs-caned-by-critics-and-advocates>
- <http://www.scoop.co.nz/stories/PO1508/S00203/report-into-canterbury-residential-repairs-released.htm>

Social Media:

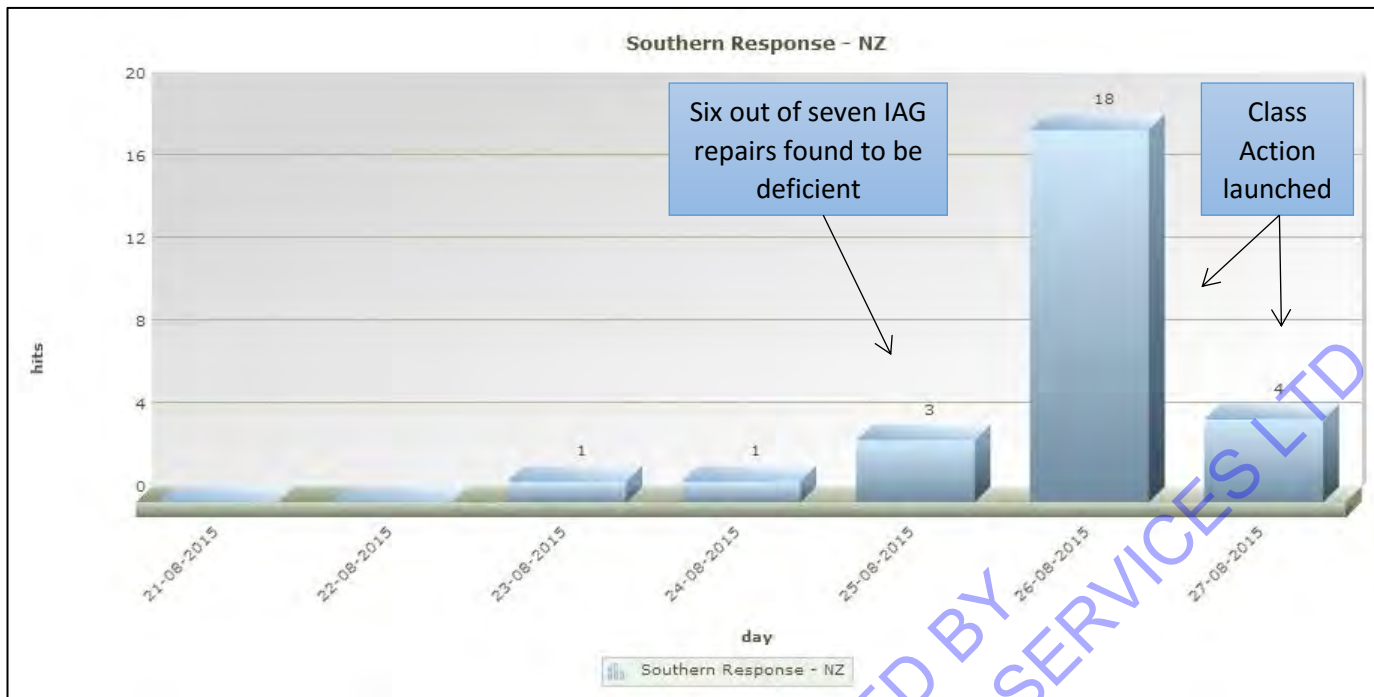


- The main news media story of the week has been the release of the MBIE survey report into unconsented repairs.
- Facebook posts consist of continued reaction to last week's [REDACTED] story and further postings from [REDACTED]
- No references to direct action or protest.
- Claimants meeting just announced (today) for 10 September 2015 re repair standards.

Southern Response Weekly Reporting

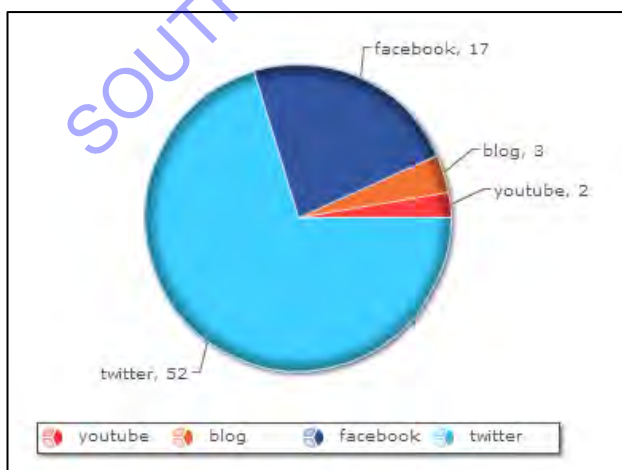
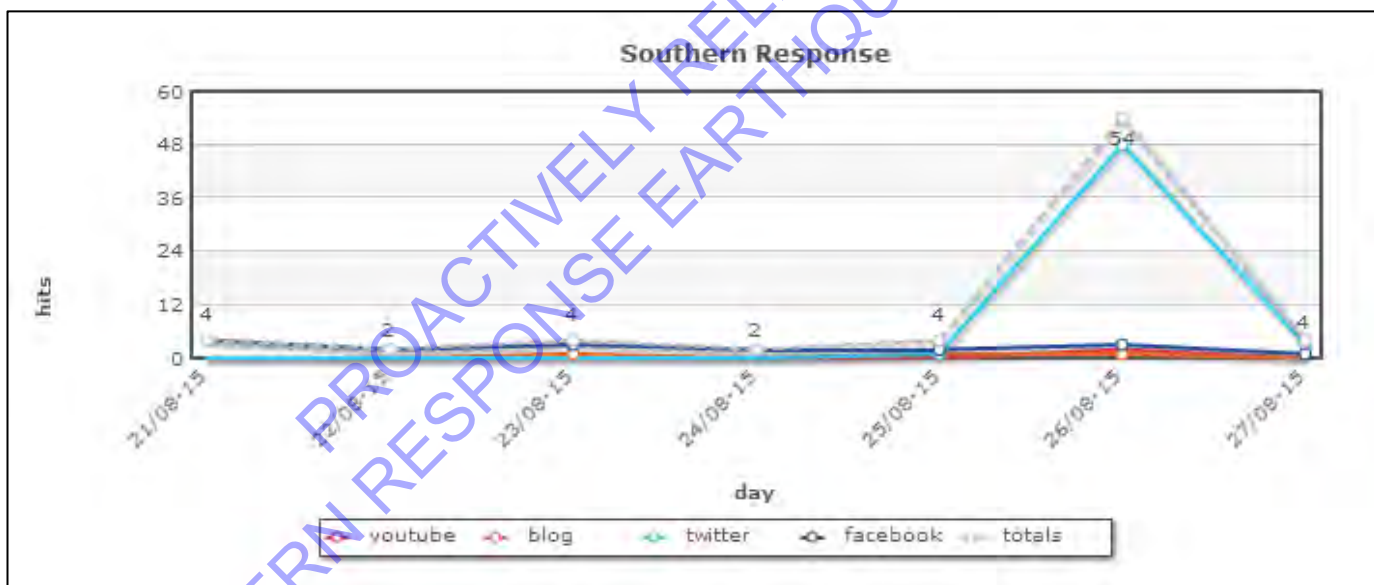
Friday 21 – Thursday 27 August 2015

News Media:



- <http://www.stuff.co.nz/business/71419970/six-out-of-seven-iag-repairs-found-to-be-deficient-in-govt-investigation>
- <http://www.stuff.co.nz/the-press/business/71470352/Southern-Response-class-action-launched>

Social Media:

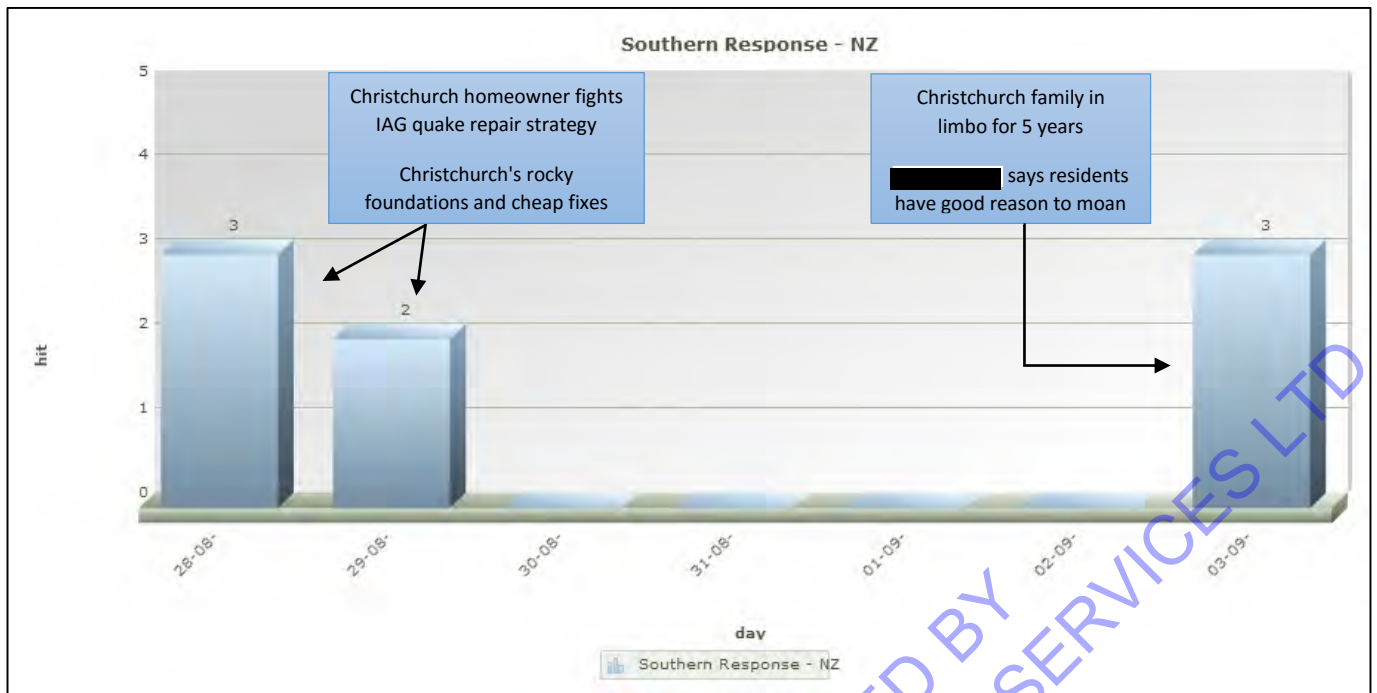


- The main news media story of the week has been the launch of the [REDACTED] Class Action.
- Facebook posts consist of continued postings from [REDACTED] and, of course, reposts of the SRCA launch.
- Twitter, blog & You-Tube all feature retweets or news media footage of the Class Action launch.
- No references to direct action or protest.

Southern Response Weekly Reporting

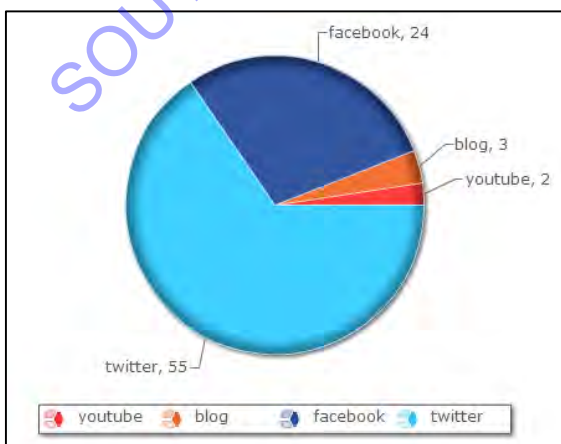
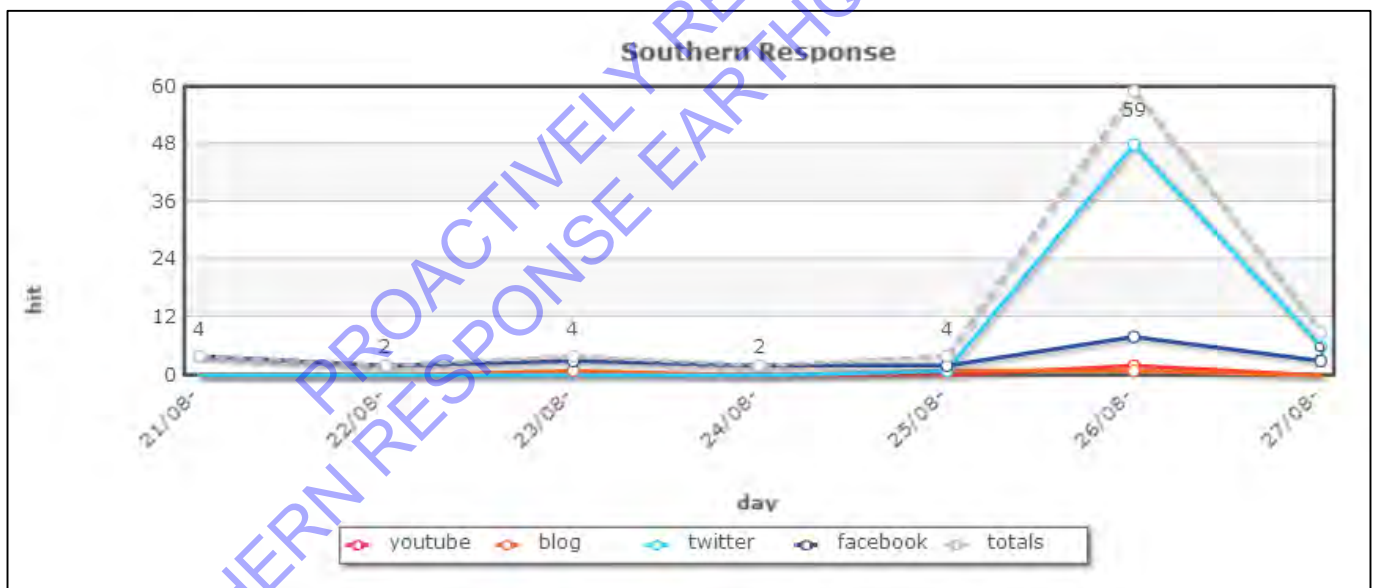
Friday 28 August – Thursday 3 September 2015

News Media:



- <http://www.stuff.co.nz/business/71536383/Christchurch-homeowner-fights-IAG-quake-repair-strategy>
- <http://www.stuff.co.nz/the-press/business/the-rebuild/71493791/Christchurchs-rocky-foundations-and-cheap-fixes>
- <http://www.stuff.co.nz/the-press/business/the-rebuild/71607463/Christchurch-family-in-insurance-limbo-five-years-on>
- <http://www.interest.co.nz/opinion/77413/██████-argues-iag-and-southern-response-have-only-rebuilt-repaired-or-cash>

Social Media:

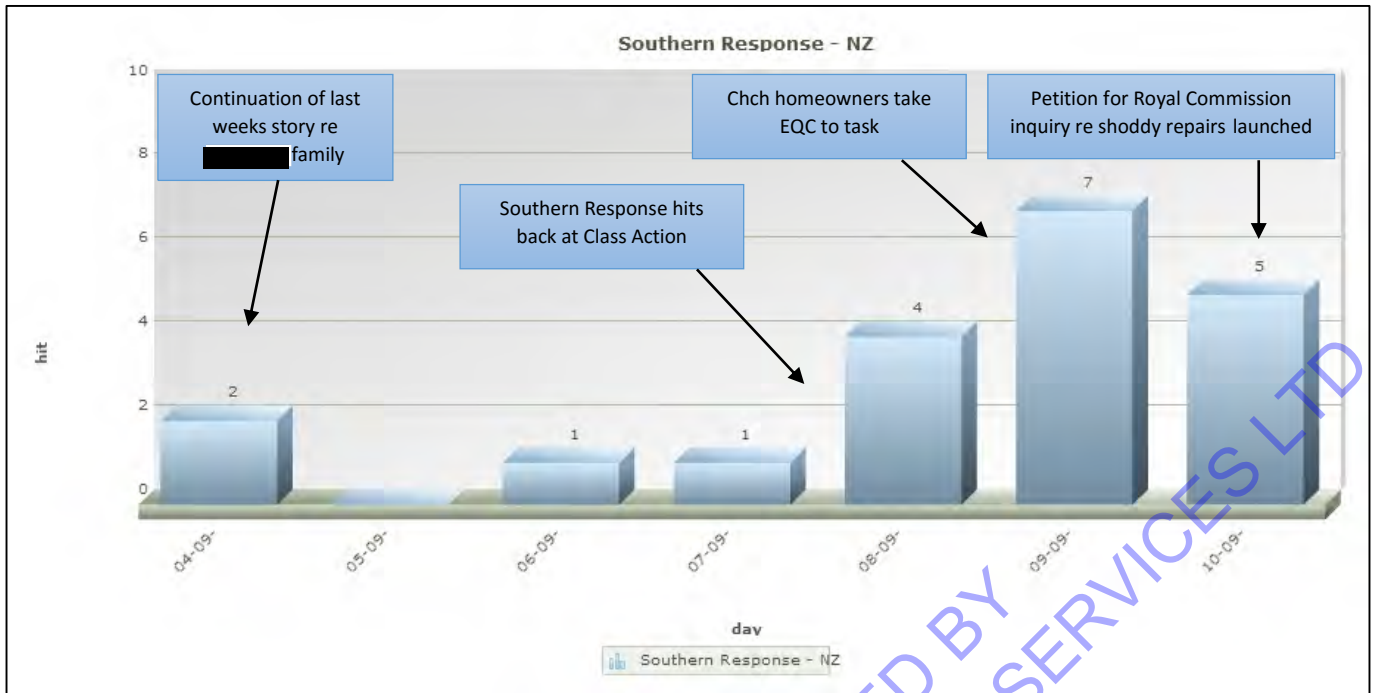


- The main news media of the week has been ongoing reporting and criticism of repair strategies and ██████ opinion piece on delayed progress of settlements (above links).
- Facebook posts consist of continued postings & retweets re the launch of the Class Action.
- No references to direct action or protest.

Southern Response Weekly Monitoring Report

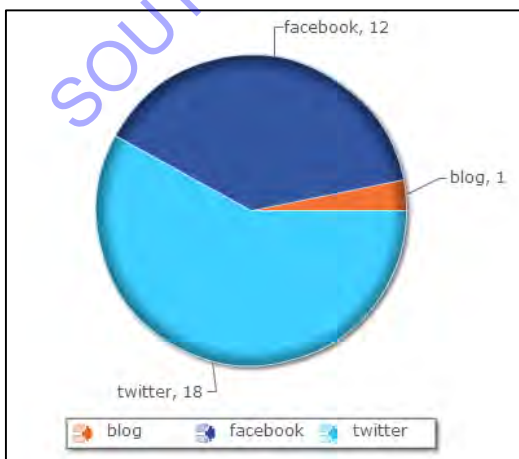
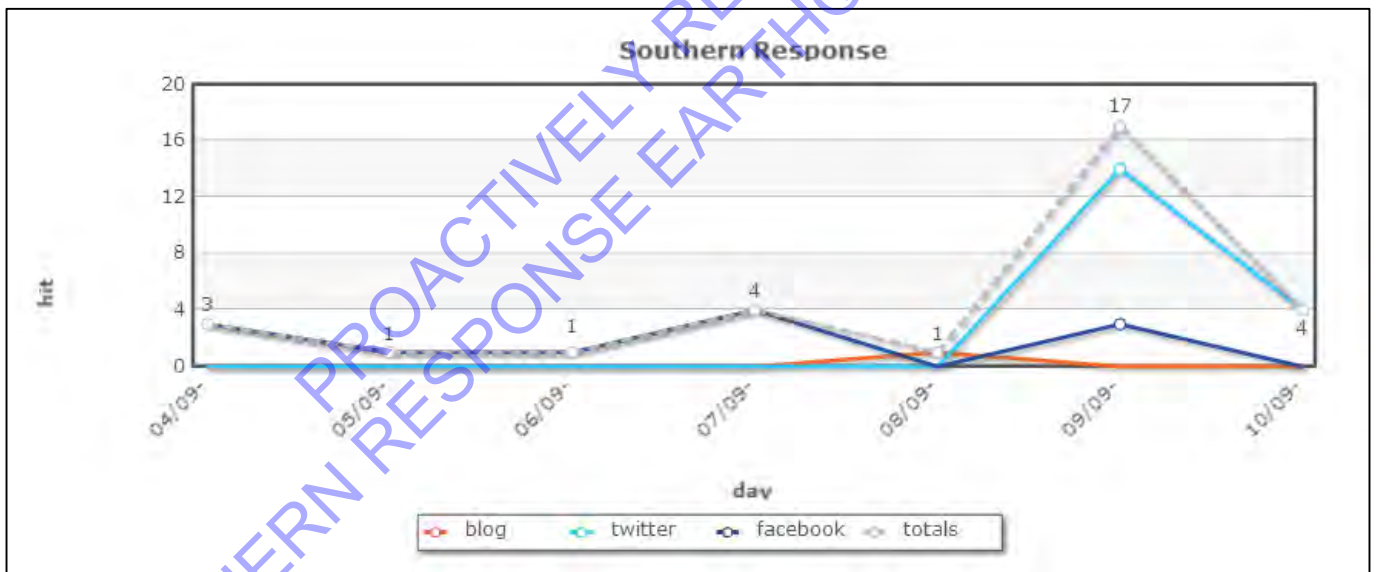
Friday 4 - Thursday 10 September 2015

News Media:



- <http://www.stuff.co.nz/business/71811037/southern-response-hits-back-at-class-action>
- <http://www.3news.co.nz/nznews/christchurch-homeowners-take-egc-to-task-2015090914#axzz3INJ01vRL>
- <http://www.stuff.co.nz/business/71938905/petition-for-royal-commission-inquiry-info-shoddy-repairs-launched.html>
- <https://nz.news.yahoo.com/top-stories/a/29481882/christchurch-class-actions-could-shake-up-insurance-industry/>

Social Media:

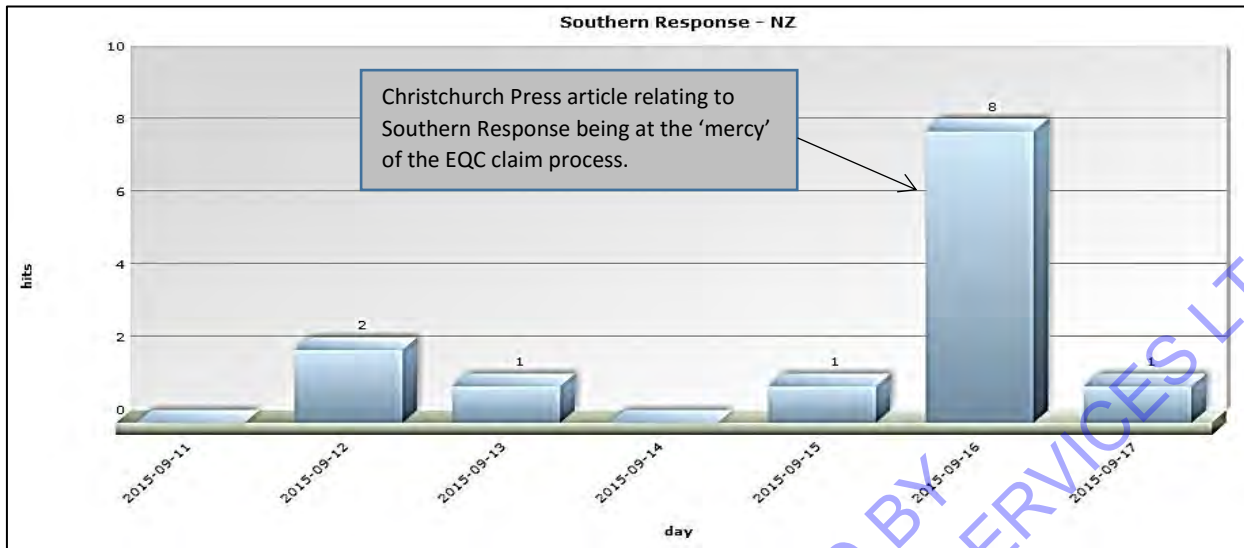


- The main news stories of the week were SRs response to the Class Action, the proposed legal case against EQC, the meeting at the Transitional Cathedral and launch of a petition re Royal Commission.
- Social media activity consists largely of Twitter retweets re SRs response to the Class Action.
- No references to direct action or protest.

Southern Response Weekly Reporting

Friday 11 September - Thursday 17 September 2015

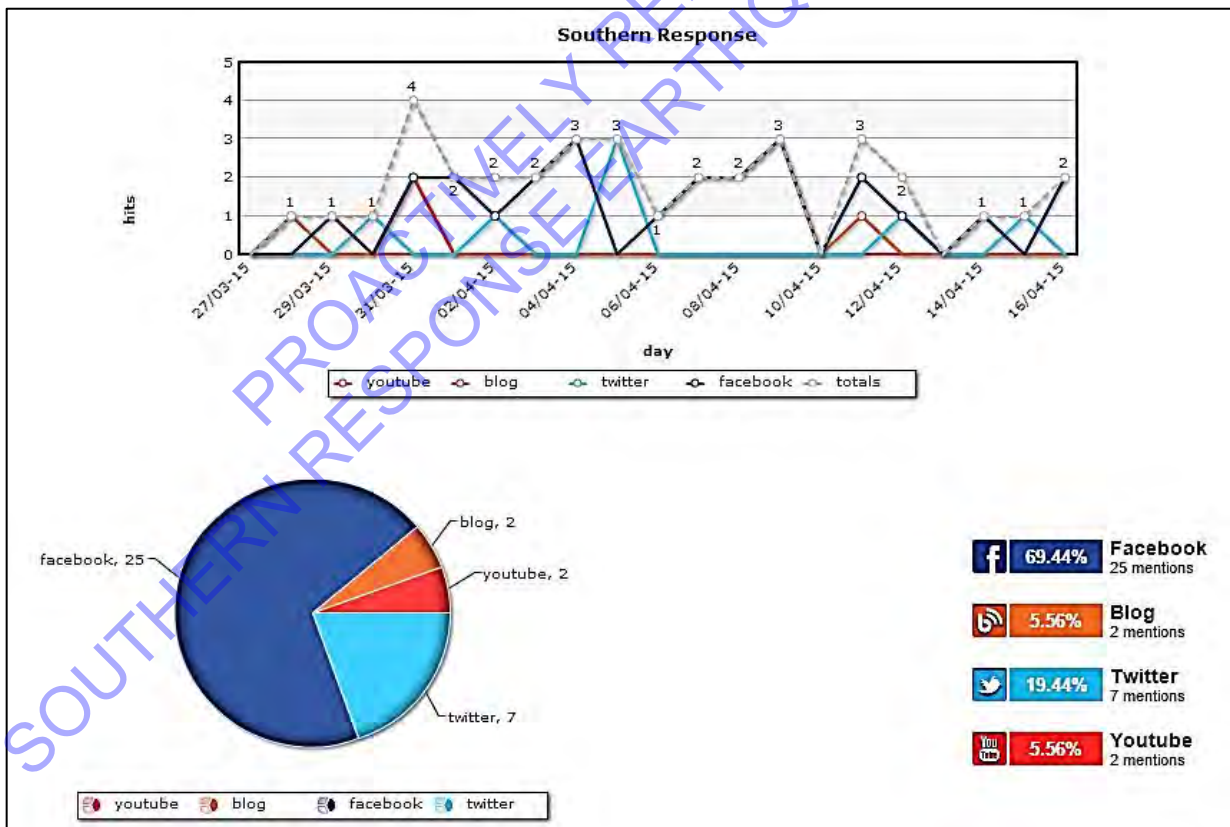
News Media:



Relevant Links:

- www.stuff.co.nz/the-press/business/the-rebuild/71918130/the-campaigners-fighting-for-christchurchs-homeowners
- www.stuff.co.nz/business/72111630/southern-response-at-the-mercy-of-earthquake-commission.html

Social Media:

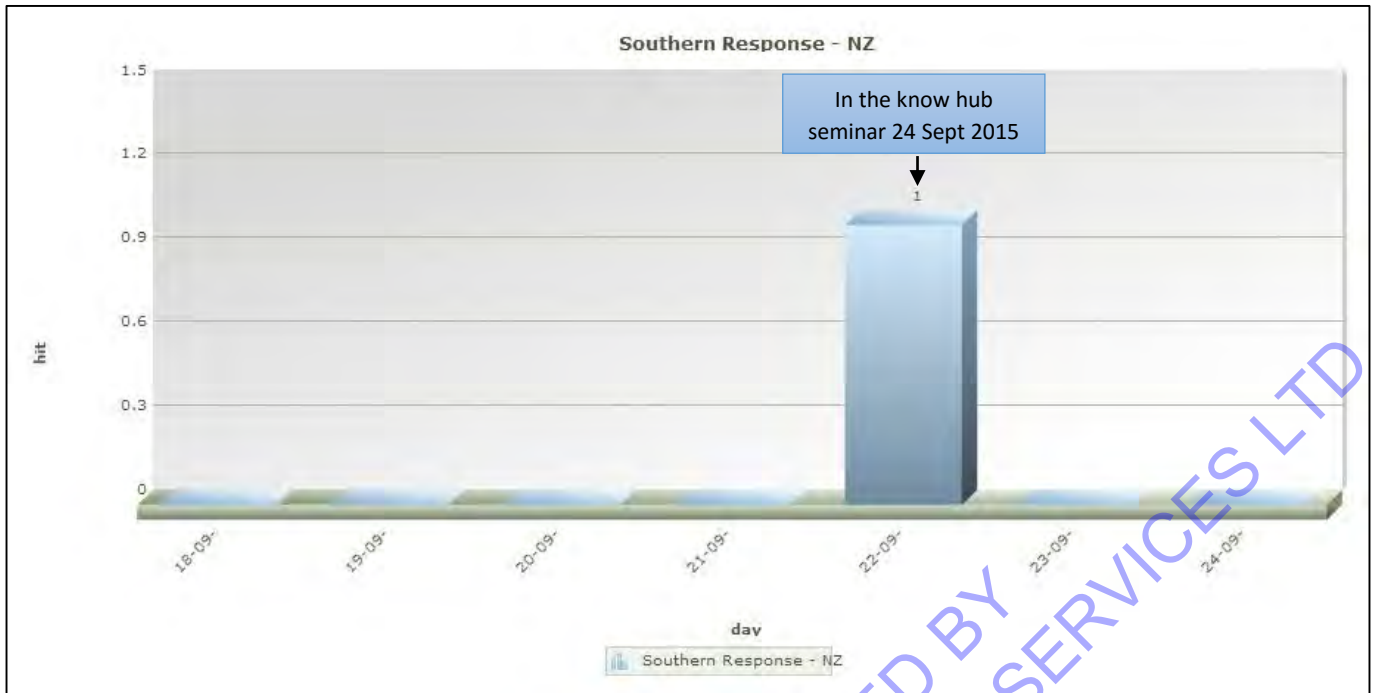


- There were no references to direct action or protest this week.
- Main news stories were in relation to a Christchurch Press article on 16 September quoting Southern Response as being at the “mercy of the EQC claims assessment process” and a story in The Press on 12 September profiling four Canterbury homeowners’ advocates.

Southern Response Weekly Monitoring Report

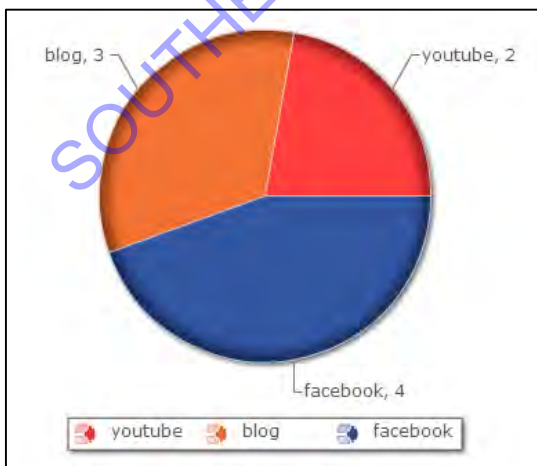
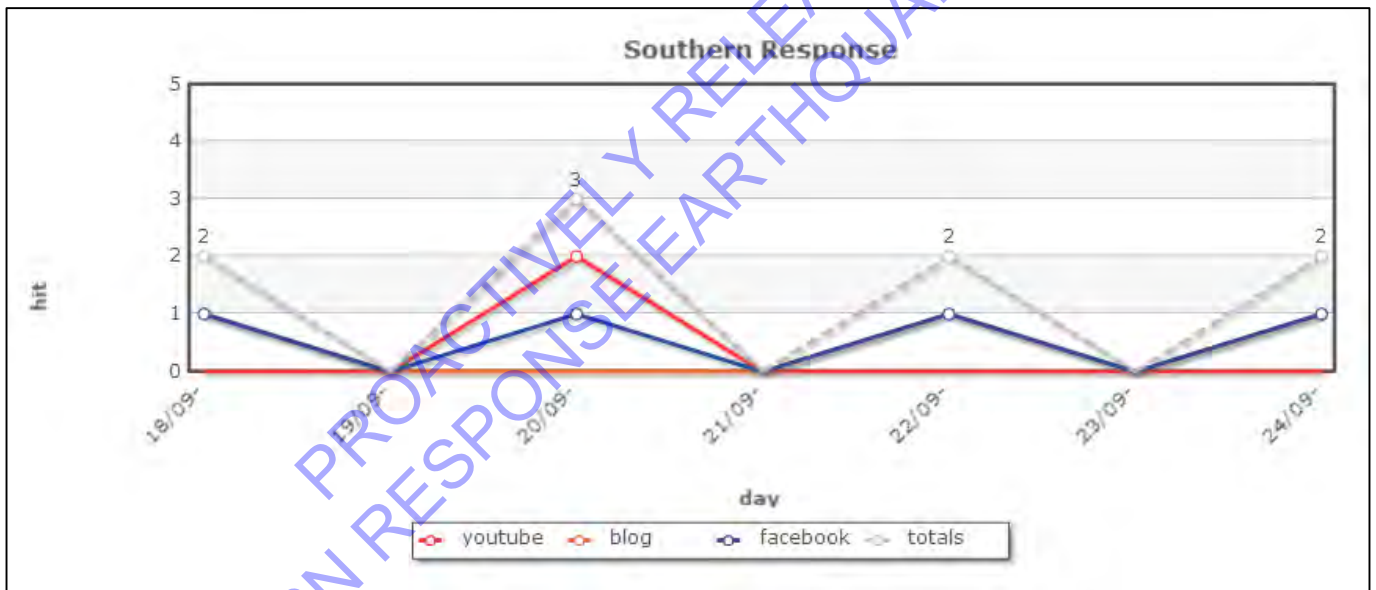
Friday 18 - Thursday 24 September 2015

News Media:



- <http://www.rebuildchristchurch.co.nz/blog/2015/9/southern-response-this-weeks-in-the-know-hub-seminar-rebuild-and-repair-with-confidence>

Social Media:

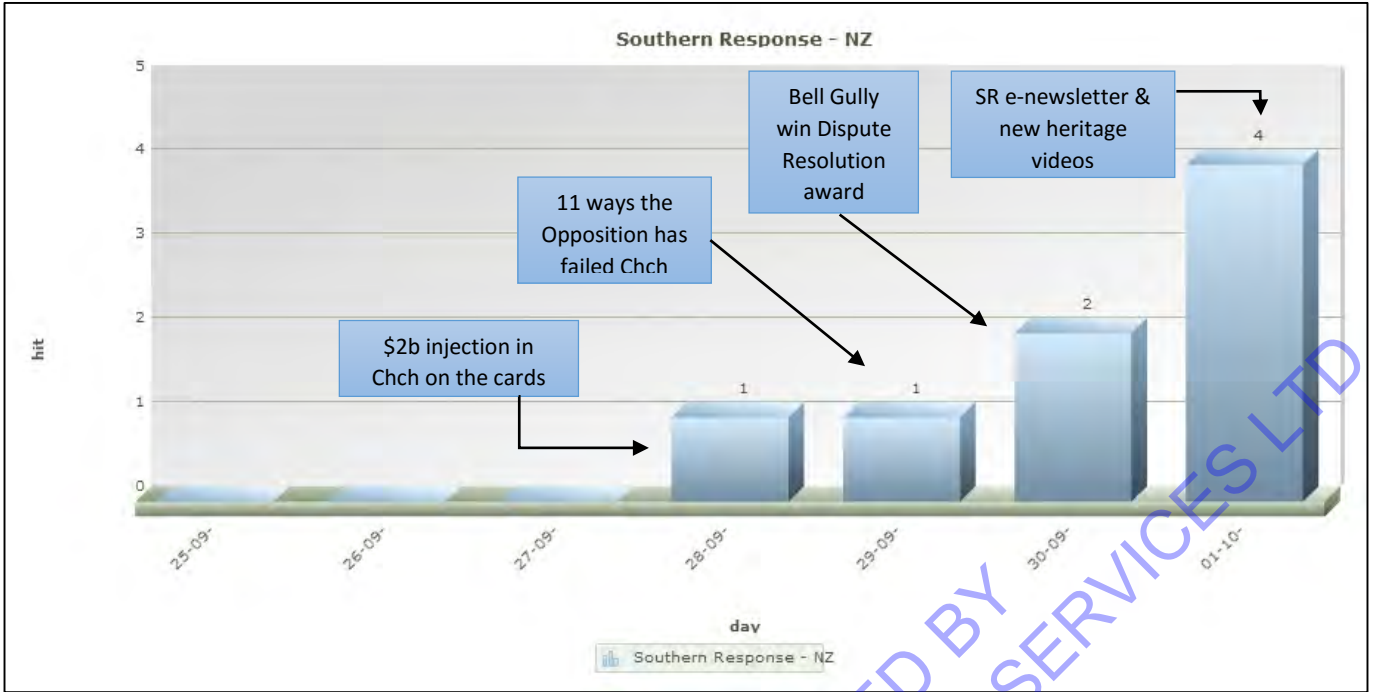


- A very quiet week of news featuring a positive reference originating from a Southern Response posting.
- Social media activity also quiet and featuring positive, informative articles. Southern No Response also posted a pending OIA request on their Facebook page.
- No references to direct action or protest.

Southern Response Weekly Monitoring Report

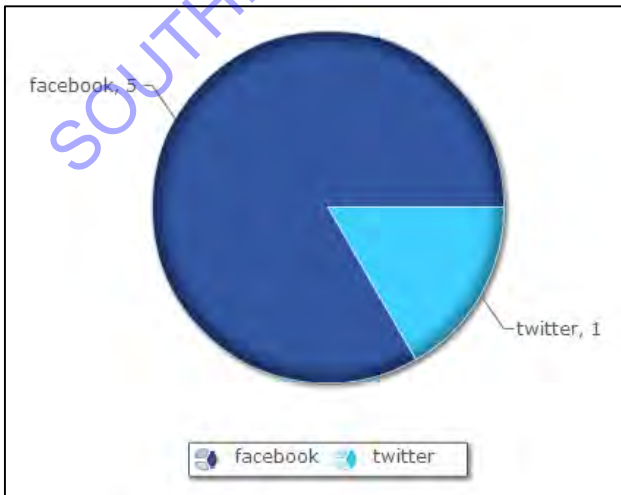
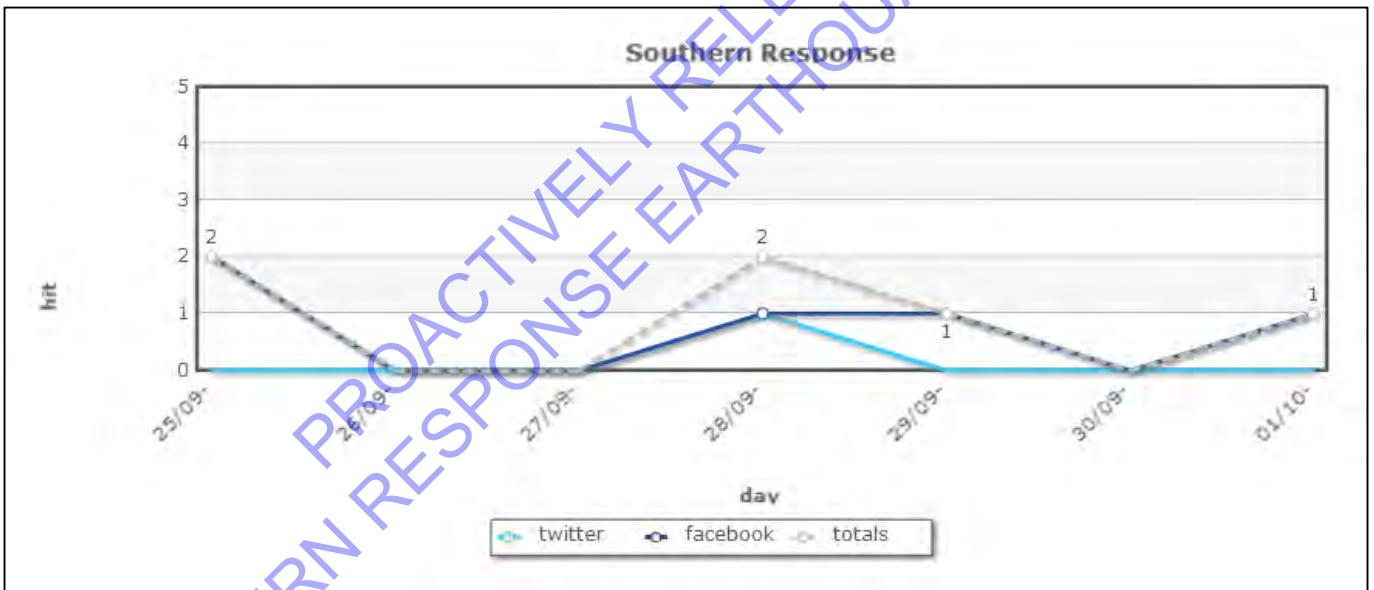
Friday 25 September – Thursday 1 October 2015

News Media:



- <http://www.nbr.co.nz/article/property-talk-2b-injection-christchurch-cards-nr-179309>
- <http://publicaddress.net/speaker/11-ways-the-opposition-has-failed-christchurch/>
- <http://www.insurancebusinessonline.co.nz/news/nzs-best-dispute-resolution-firm-named-206175.aspx>

Social Media:

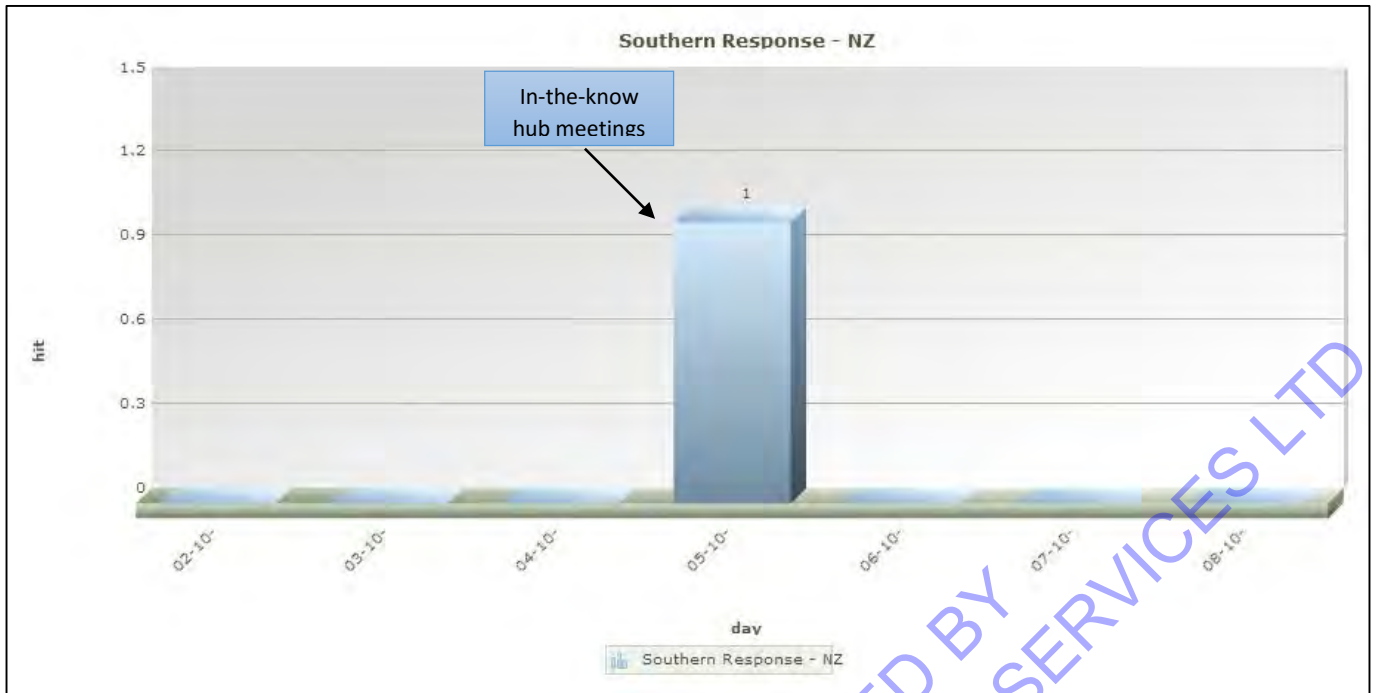


- News media this week has consisted of brief mentions of Southern Response and postings originating from within Southern Response. Very little negative sentiment.
- Social media activity featured a tweet in relation to an NBR article titled “Moves to halt earthquake insurance claims class action” (access to this publication requires subscription). A post on Facebook questions the authenticity of a phone call from SR informing of an additional pay out. Another post to SNR Facebook page from Mr [REDACTED] claims that the Sensible Sentencing Trust are supporting his complaint. Both postings blogged FYI.
- No references to direct action or protest.

Southern Response Weekly Monitoring Report

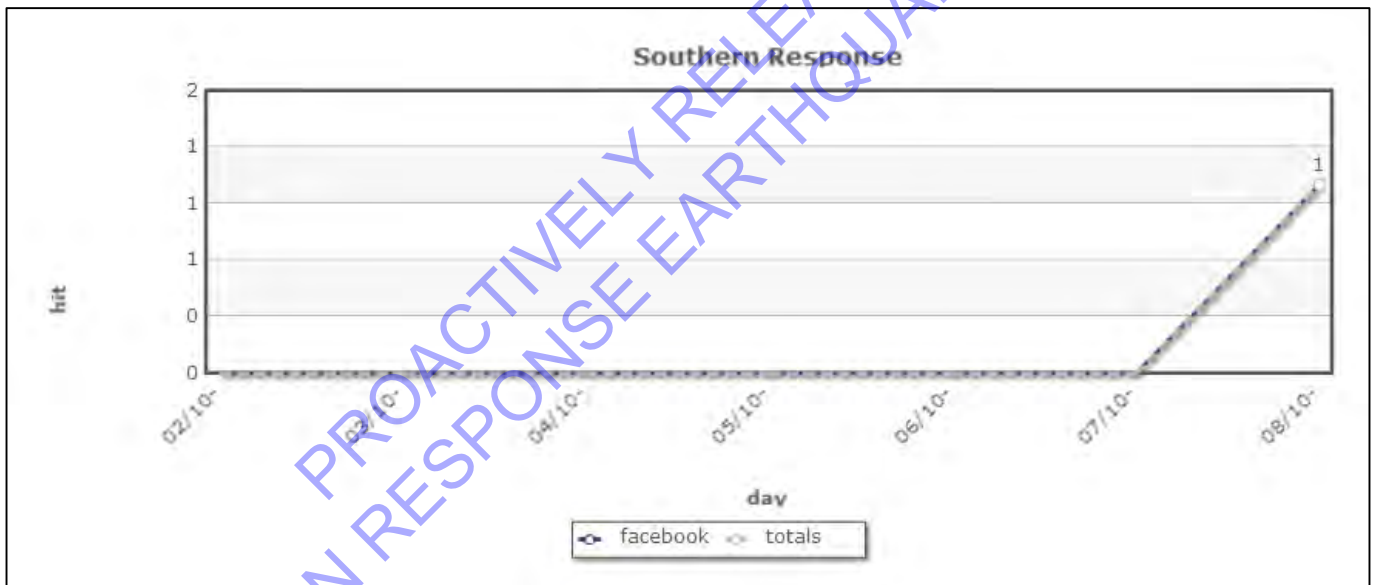
Friday 2 – Thursday 8 October 2015

News Media:



- <http://www.rebuildchristchurch.co.nz/blog/2015/10/southern-response-this-weeks-in-the-know-hub-seminar-mould-and-asbestos-removal>

Social Media:

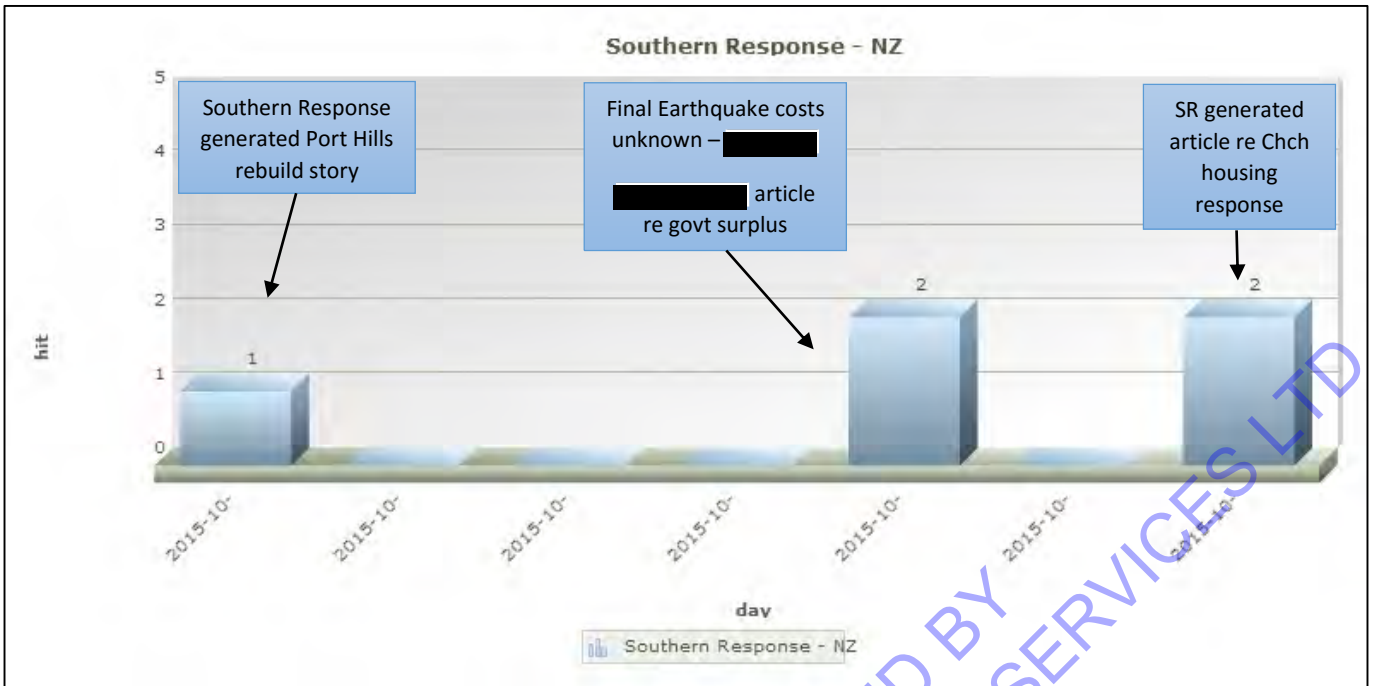


- A very quiet week of both news and social media.
- The only social media commentary of interest was a Southern No Response comment on the possibility of the government announcing a surplus next week.
- No references to direct action or protest.

Southern Response Weekly Monitoring Report

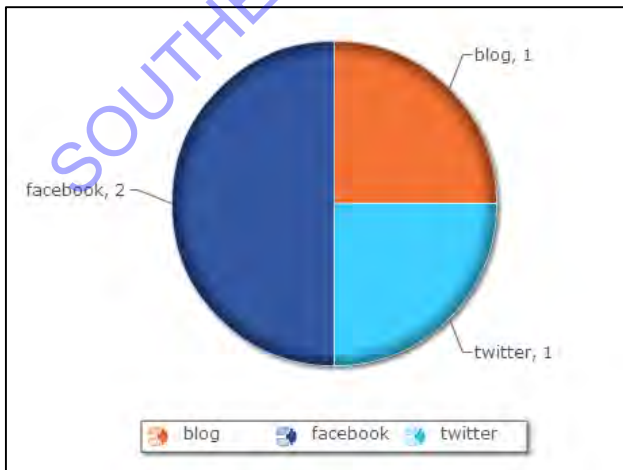
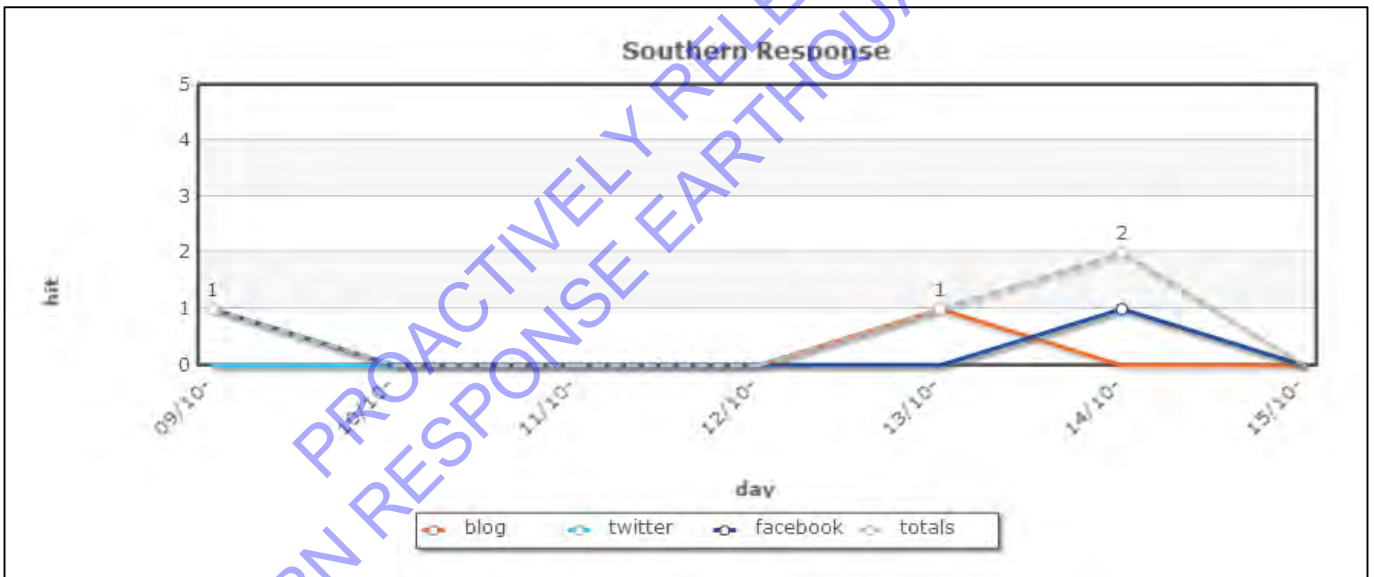
Friday 9 – Thursday 15 October 2015

News Media:



- <http://www.radionz.co.nz/news/regional/286894/southern-response-costs-unknown-brownlee>
- [http://www.interest.co.nz/opinion/78074-\[redacted\]-questions-whether-governments-using-risky-gambling-movements-interest](http://www.interest.co.nz/opinion/78074-[redacted]-questions-whether-governments-using-risky-gambling-movements-interest)

Social Media:



- Main news stories of the week are as indicated and linked above (top graph).
- Social media commentary includes a post from SNR re Southern Response requesting \$150 for an OIA response, and reposts of the [redacted] story.
- There was also a reference to a 'North & South' magazine article (November edition) which can be accessed online via subscription. T+C can forward a scanned copy of the magazine article if required.
- Blog & Twitter results were unrelated false positives.
- No references to direct action or protest.

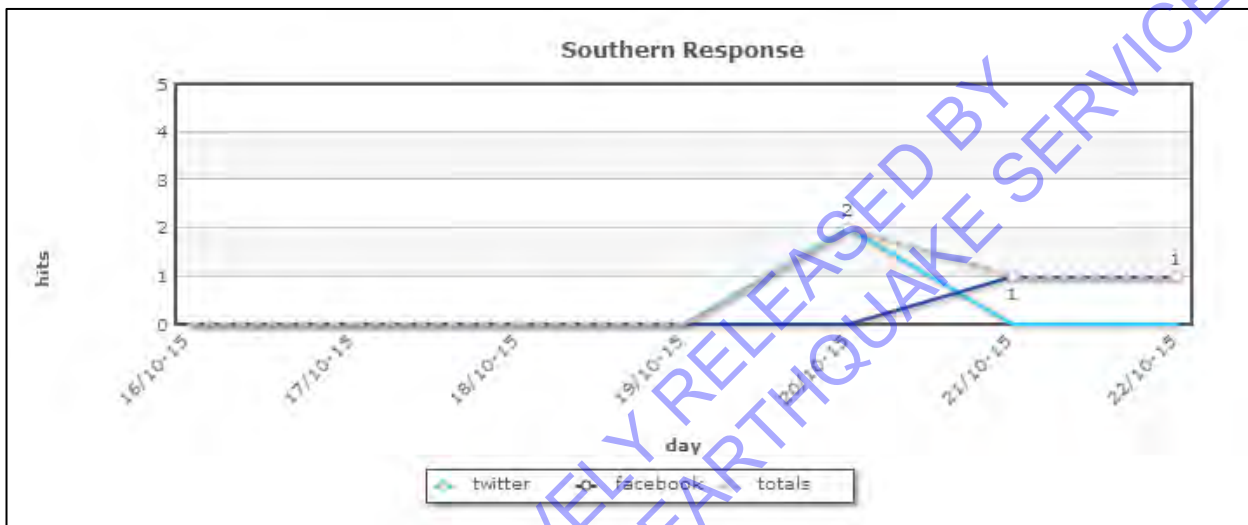
Southern Response Weekly Monitoring Report

Friday 16 – Thursday 22 October 2015

News Media:

no news is
good news

Social Media:

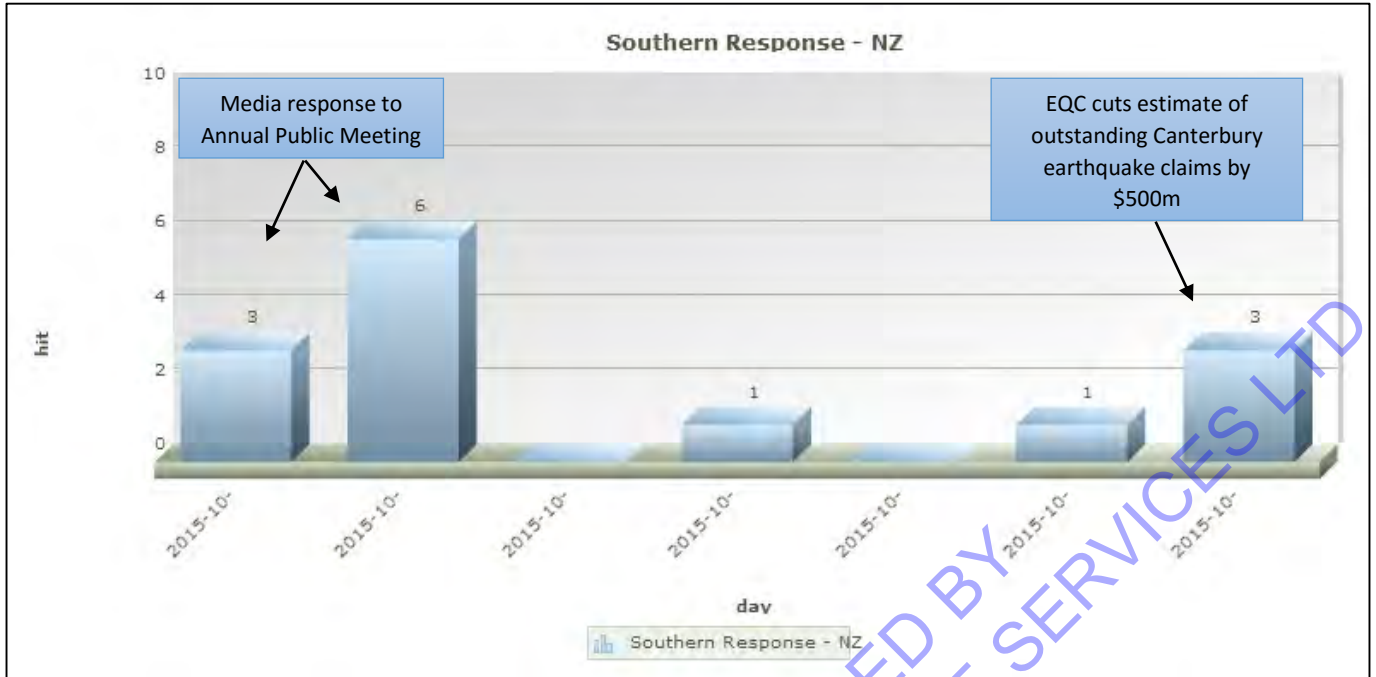


- There was no relevant news media this week.
- Social media posts consisted of information obtained via the OIA process being posted onto the Southern No Response Facebook page for reaction.
- There was also a post in relation to the low key planning of the Annual Public Meeting in which one female claimant stated that she would be attending without having provided an RSVP.
- A protest against Canterbury Insurance companies & EQC has been organised for Friday 30 October 4:00pm – 5:30pm at the entrance to Show Place. It is unknown whether the female organiser is a Southern Response claimant.

Southern Response Weekly Monitoring Report

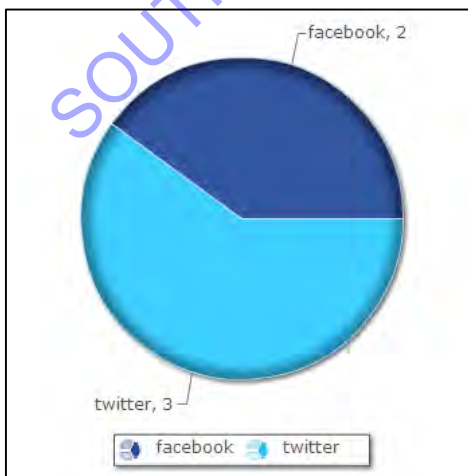
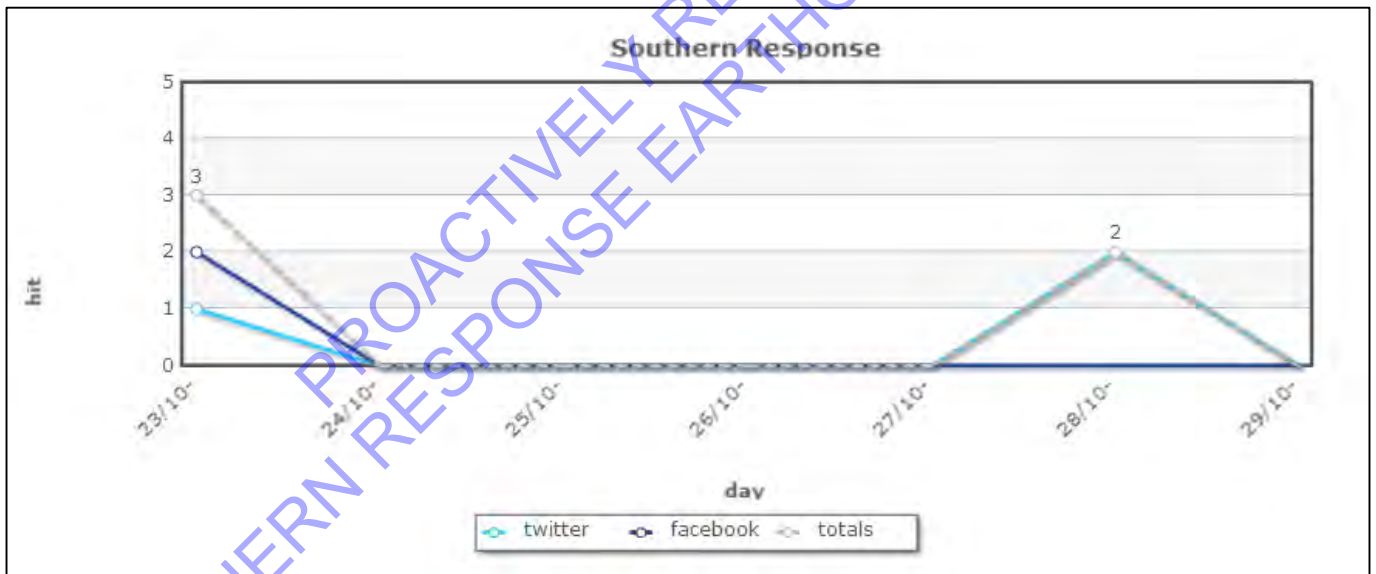
Friday 23 – Thursday 29 October 2015

News Media:



- <http://www.radionz.co.nz/news/regional/287807/insurer-says-it-will-miss-its-claims-deadline>
- <http://www.stuff.co.nz/business/73327440/insurance-settler-southern-response-delays-key-progress-date>
- <http://www.stuff.co.nz/business/73473588/eqc-cuts-estimate-of-outstanding-canterbury-earthquake-claims-by-500m.html>

Social Media:

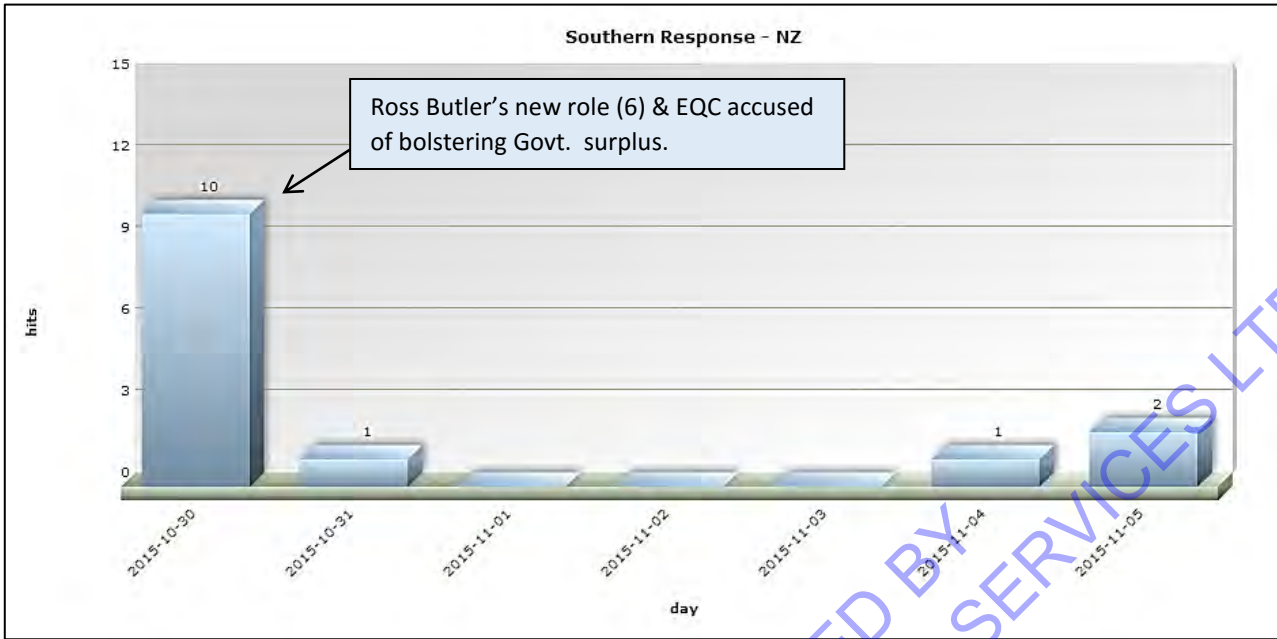


- News media this week focussed on reports arising out of the APM.
- Social media posts consisted of reposts of the above news stories.
- A protest against Canterbury Insurance companies & EQC has been organised for Friday 30 October 4:00pm – 5:30pm at the entrance to Show Place.

Southern Response Weekly Reporting

Friday 30 October – Thursday 05 November 2015

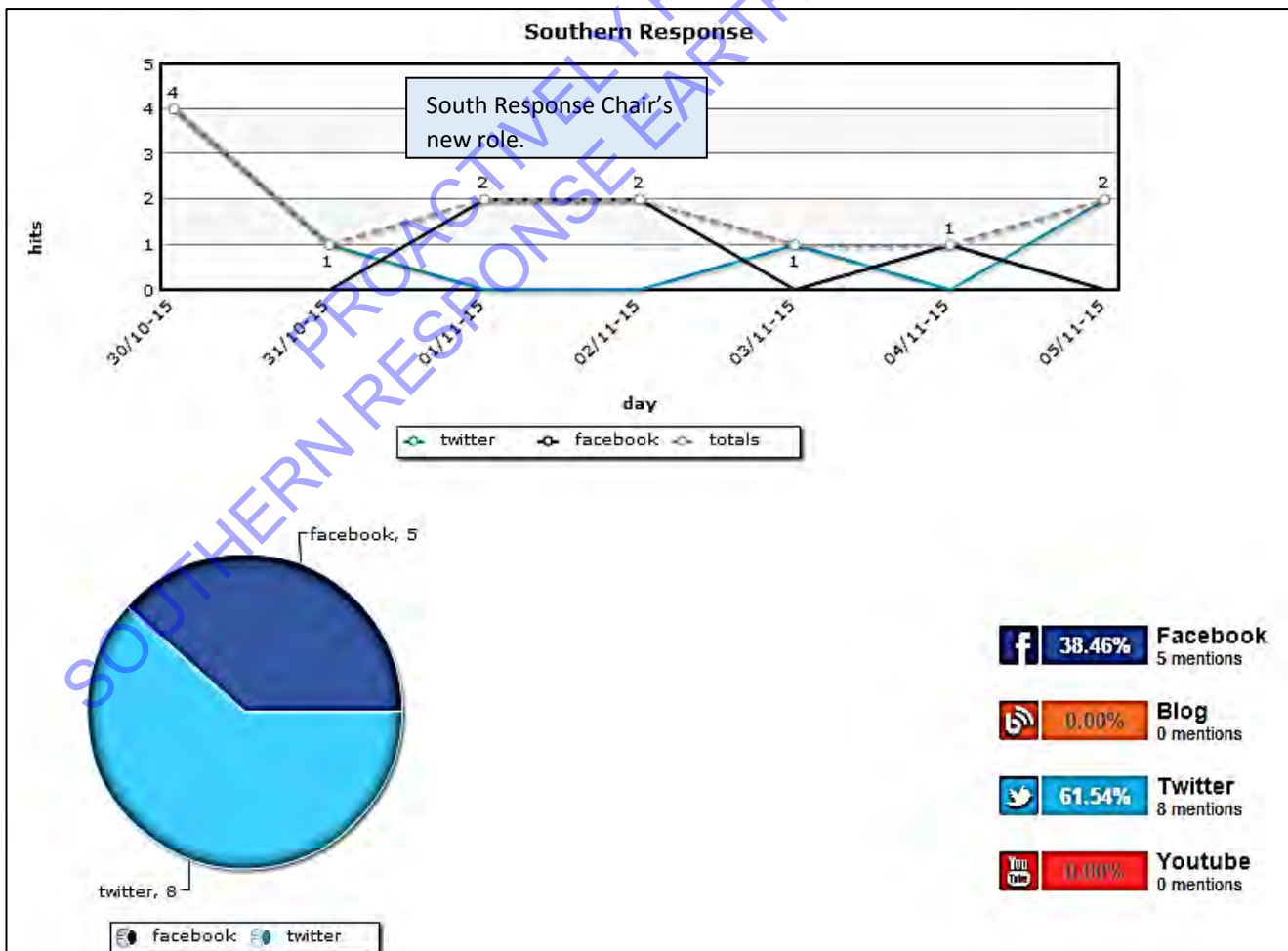
News Media:



- <http://www.stuff.co.nz/the-press/business/the-rebuild/73520643/southern-response-chairman-ross-butler-in-new-rebuild-role>
- <http://www.newstalkzb.co.nz/news/politics/eqc-accused-of-bolstering-govt-surplus/>

Social Media:

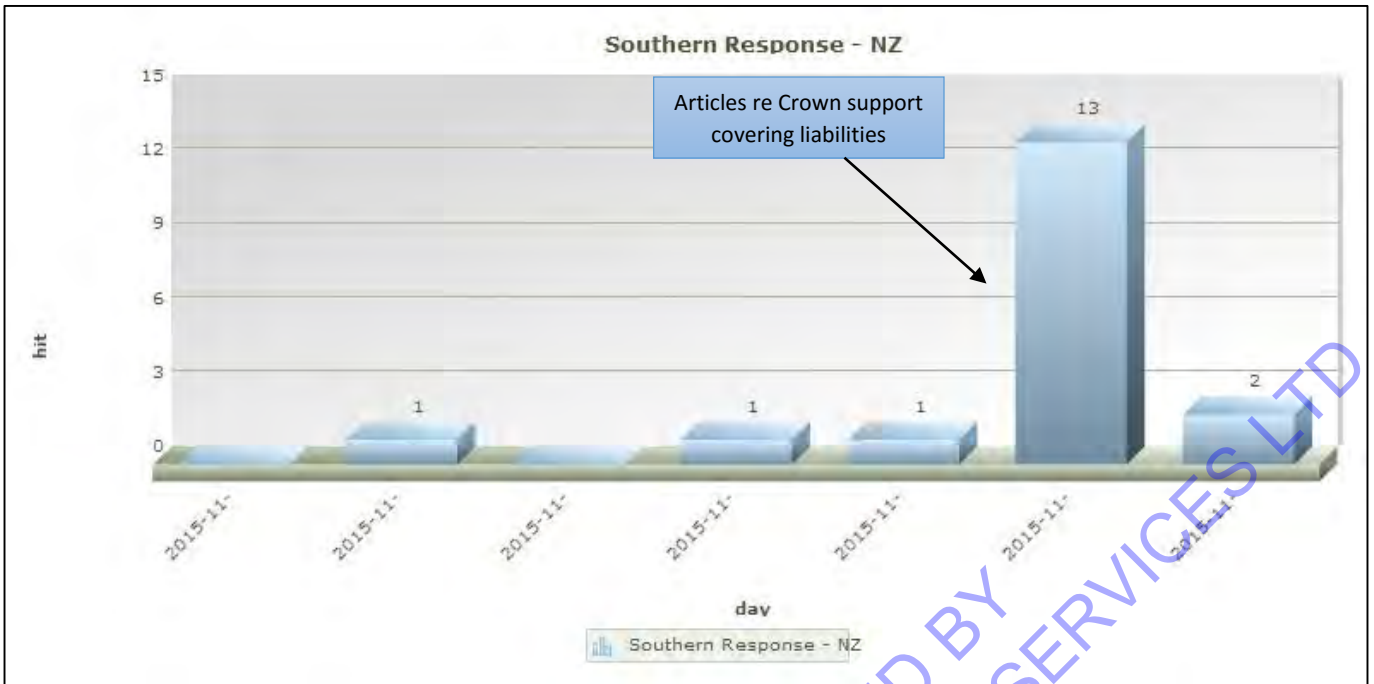
- The focus this week was on the new role the Government has given to Southern Response's Chairman.



Southern Response Weekly Monitoring Report

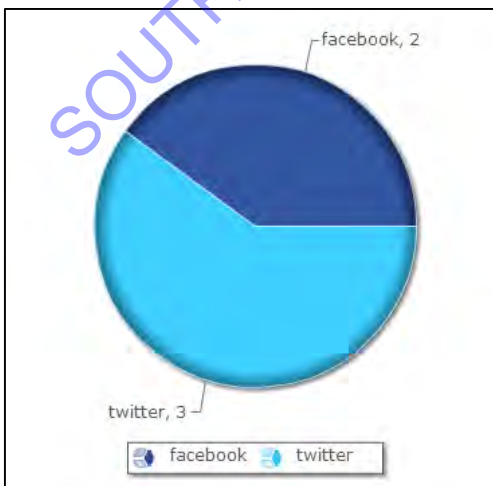
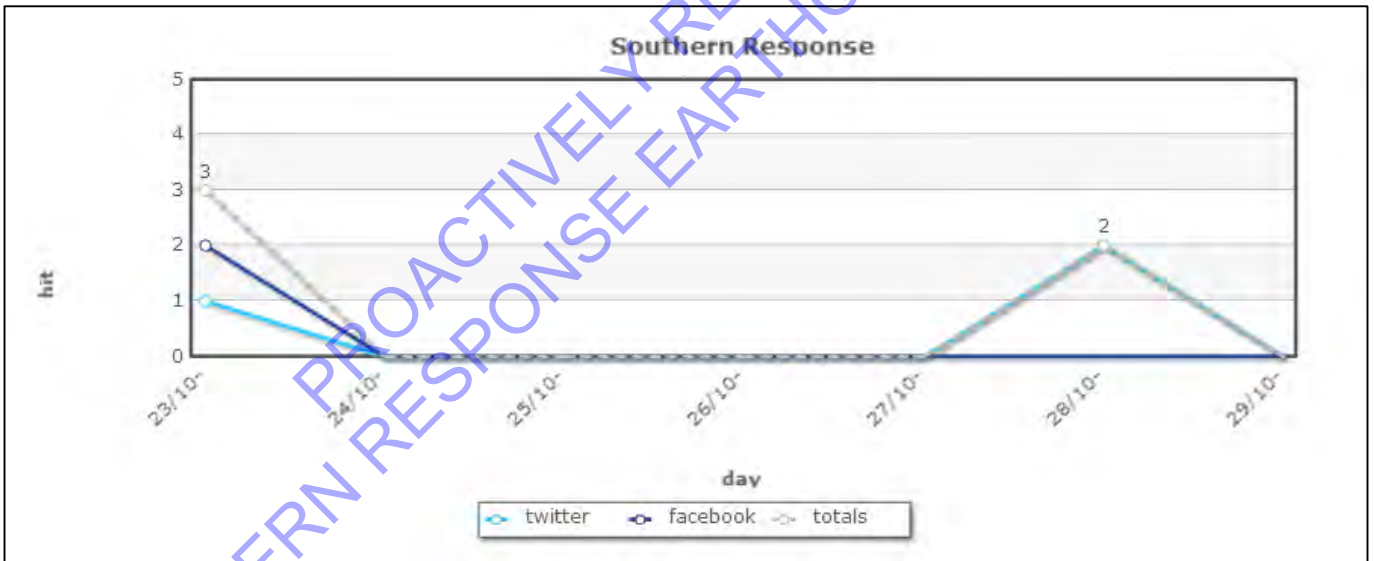
Friday 6 – Thursday 12 November 2015

News Media:



- <http://www.3news.co.nz/nznews/southern-response-happy-with-govt-support-2015111120#axz3rKVCEk9>
- <http://www.scoop.co.nz/stories/BU1511/S00364/southern-response-says-crown-support-will-cover-liabilities.htm>
- <http://www.stuff.co.nz/the-press/news/christchurch-earthquake-2011/73916741/earthquake-insurer-southern-response-sets-aside-4m-for-legal-fees>

Social Media:



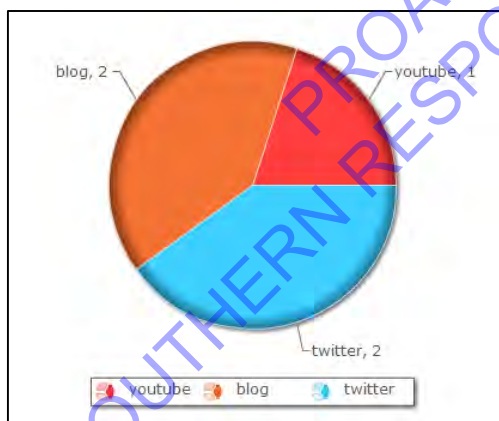
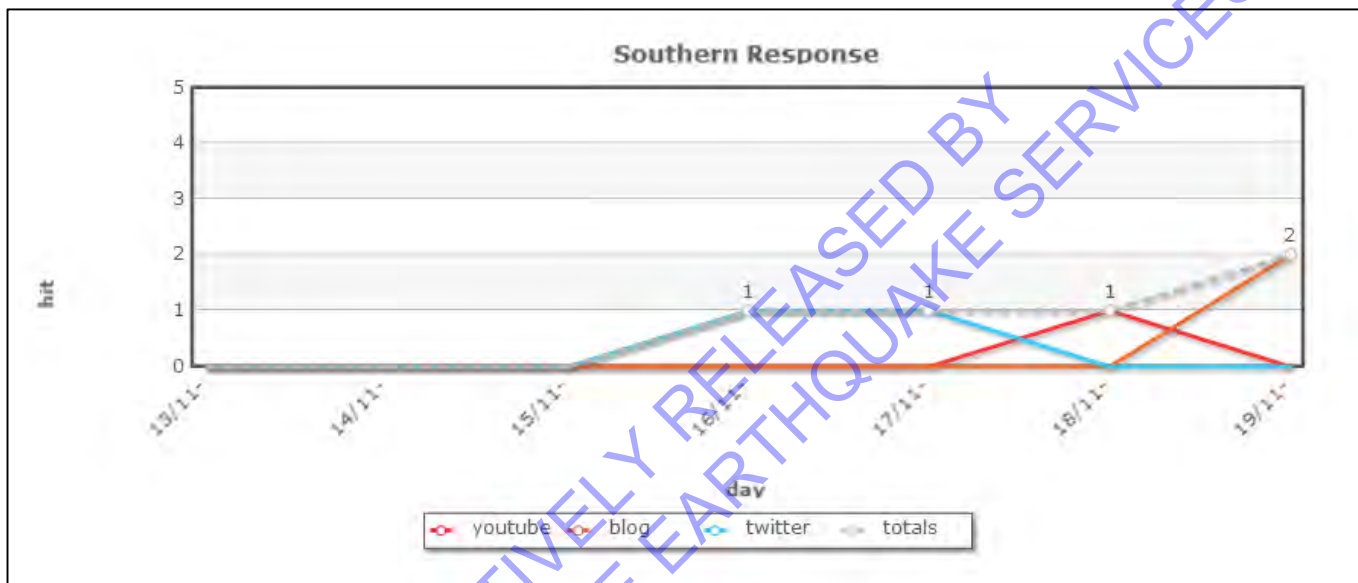
- News media this week has been around the SR announcement re Crown funding covering liabilities.
- Social media posts consisted of reposts of last week's news stories and commentary re SR delay tactics.
- No references to direct action or protest

Southern Response Weekly Monitoring Report
Friday 13 – Thursday 19 November 2015

News Media:

no news is
good news

Social Media:

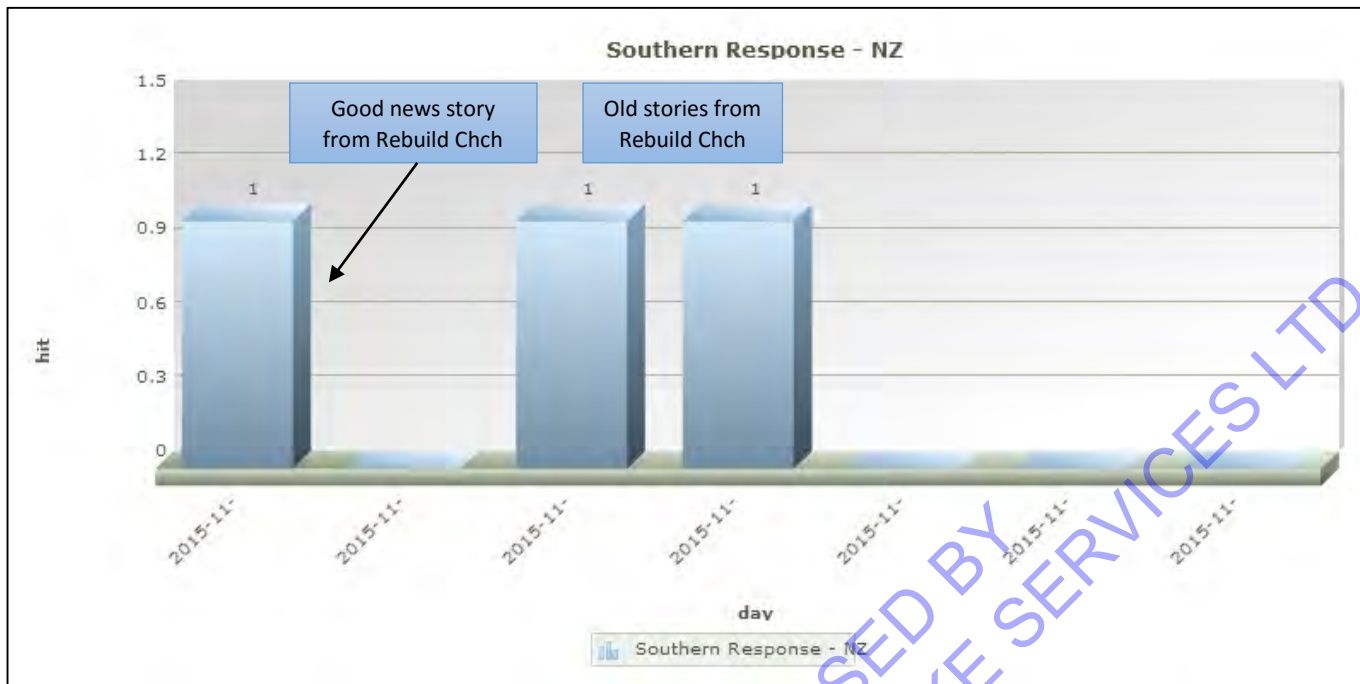


- There have been no significant references to Southern Response in this week's news media.
- Social media activity mainly consists of reposts of previous commentary and a false positive. A new post in relation to allegations of SR trying to pressure claimants into cash settlements was posted on the Southern No Response Facebook page.
- No references to direct action or protest

Southern Response Weekly Monitoring Report

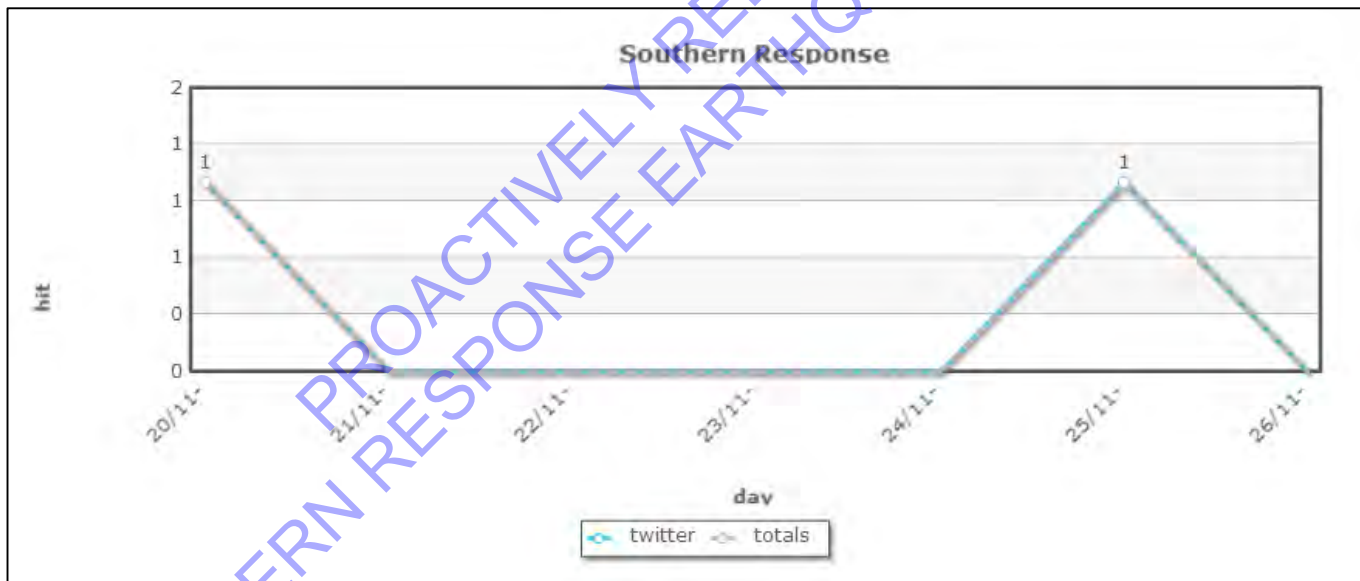
Friday 20 – Thursday 26 November 2015

News Media:



- <http://www.rebuildchristchurch.co.nz/blog/2015/11/southern-response-the-end-of-lorraines-rebuild-journey>

Social Media:

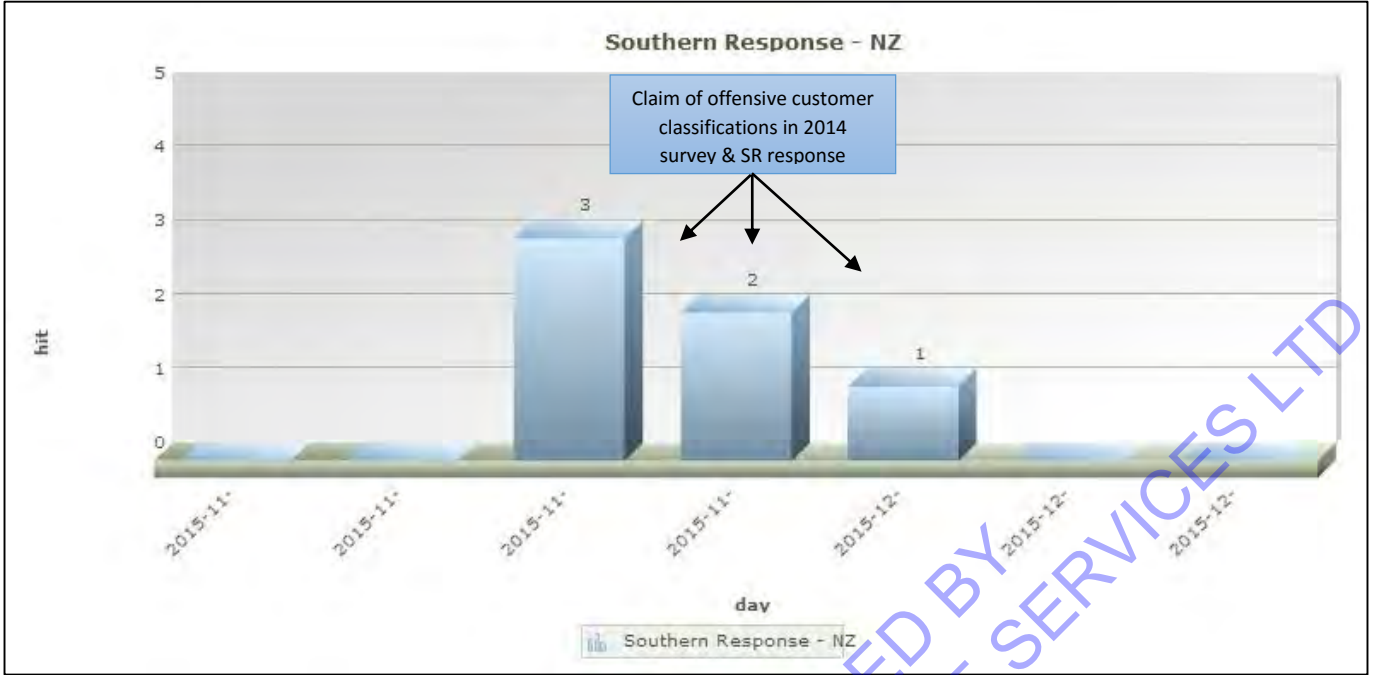


- The only media mentions in relation to Southern Response this week have been good news stories posted by Rebuild Christchurch.
- Social media activity has been restricted to Twitter and consisted of a job vacancy advertisement for a 'Project Administrator - Southern Response Project' employed by Arrow International.
- No references to direct action or protest

Southern Response Weekly Monitoring Report

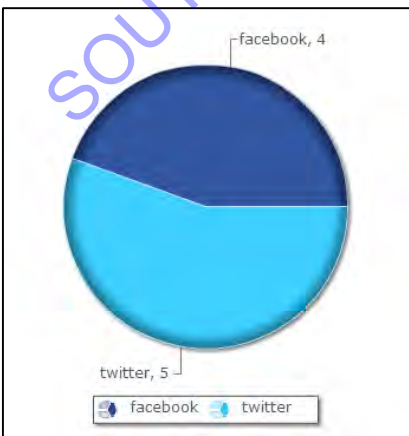
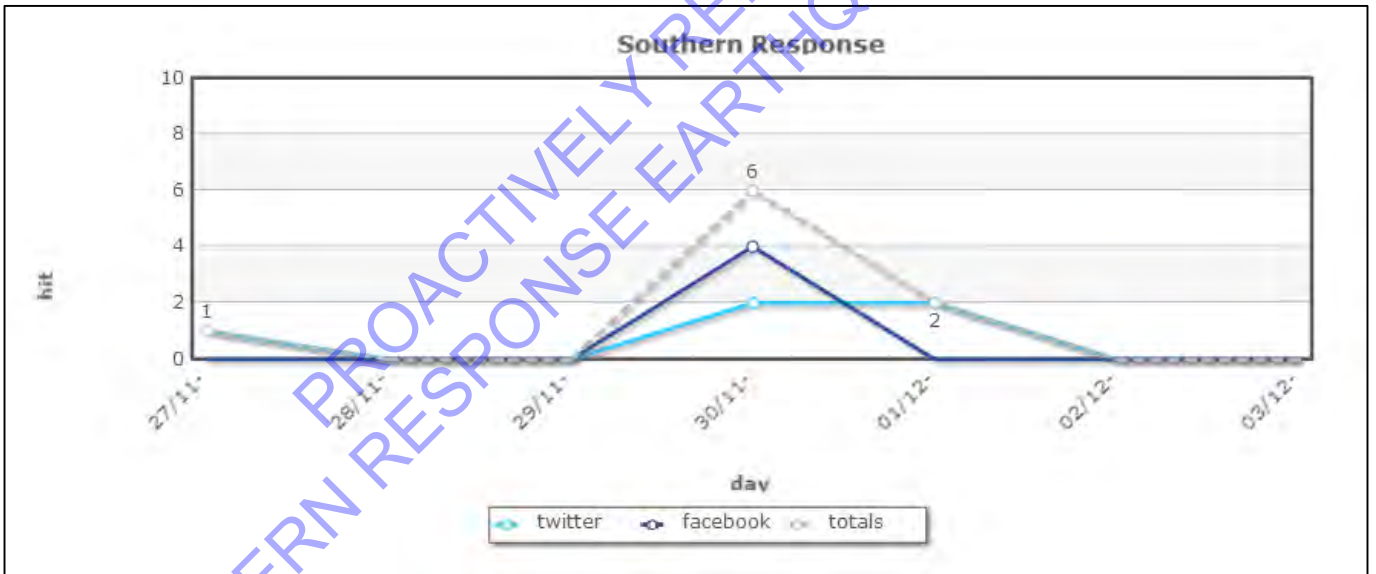
Friday 27 – Thursday 3 December 2015

News Media:



- <http://www.stuff.co.nz/business/money/74439864/southern-response-classified-struggling-customers-as-stoic-or-downhearted>
- <http://www.rebuildchristchurch.co.nz/blog/2015/11/southern-response-media-statement-in-response-to-the-press>

Social Media:

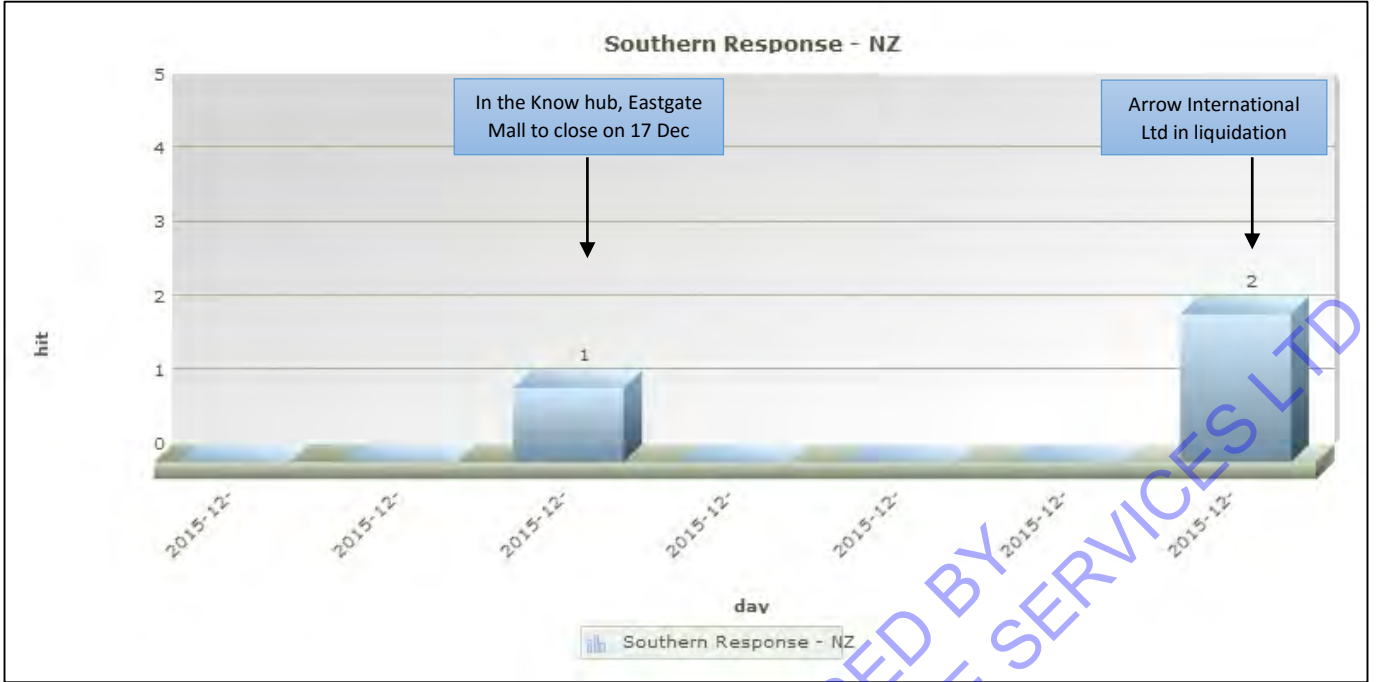


- The main news story of the week was in relation to the findings of a customer survey which was conducted in Sept 2014 in which customer classifications were deemed offensive.
- Social media activity consisted of reposts/retweets of the main news story of the week as identified above.
- No references to direct action or protest

Southern Response Weekly Monitoring Report

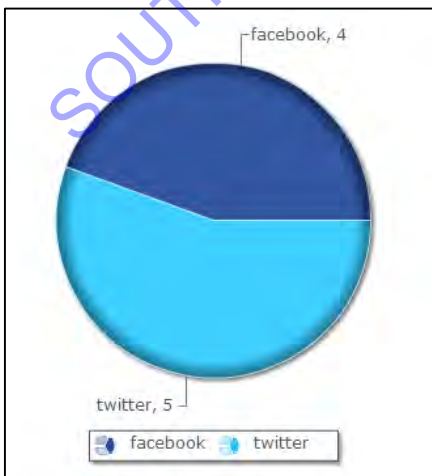
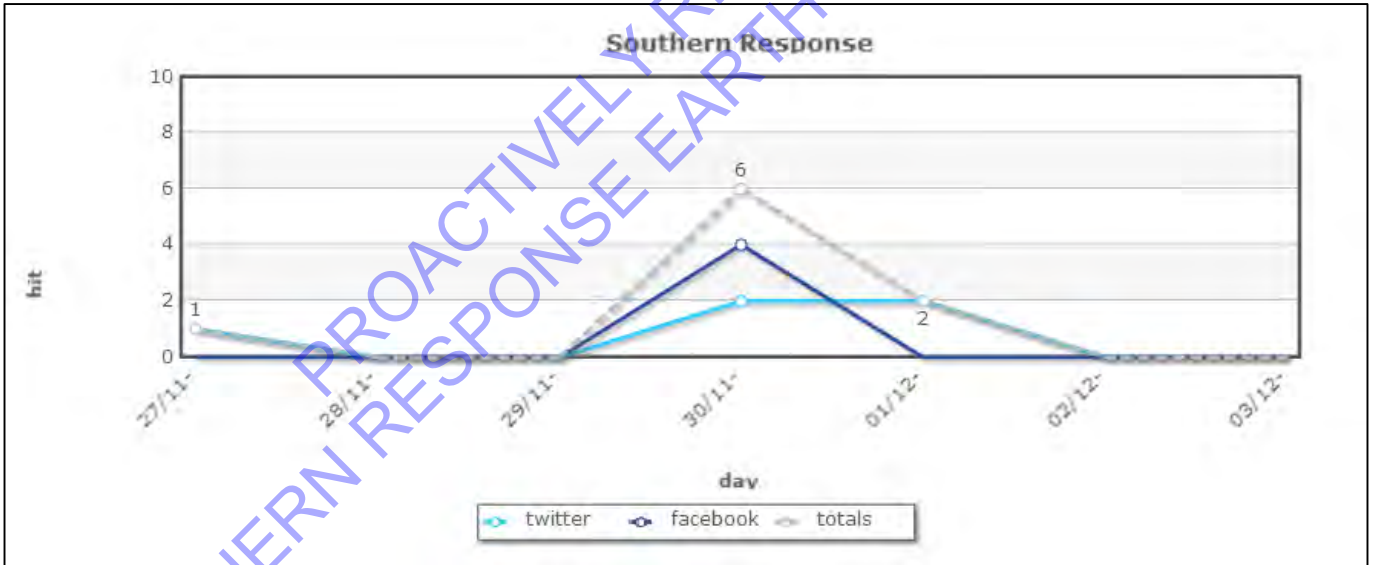
Friday 4 – Thursday 10 December 2015

News Media:



- <http://www.rebuildchristchurch.co.nz/blog/2015/12/southern-response-in-the-know-hub-to-close>
- <http://www.stuff.co.nz/business/74966364/arrow-group-liquidates-one-of-its-own.html>

Social Media:

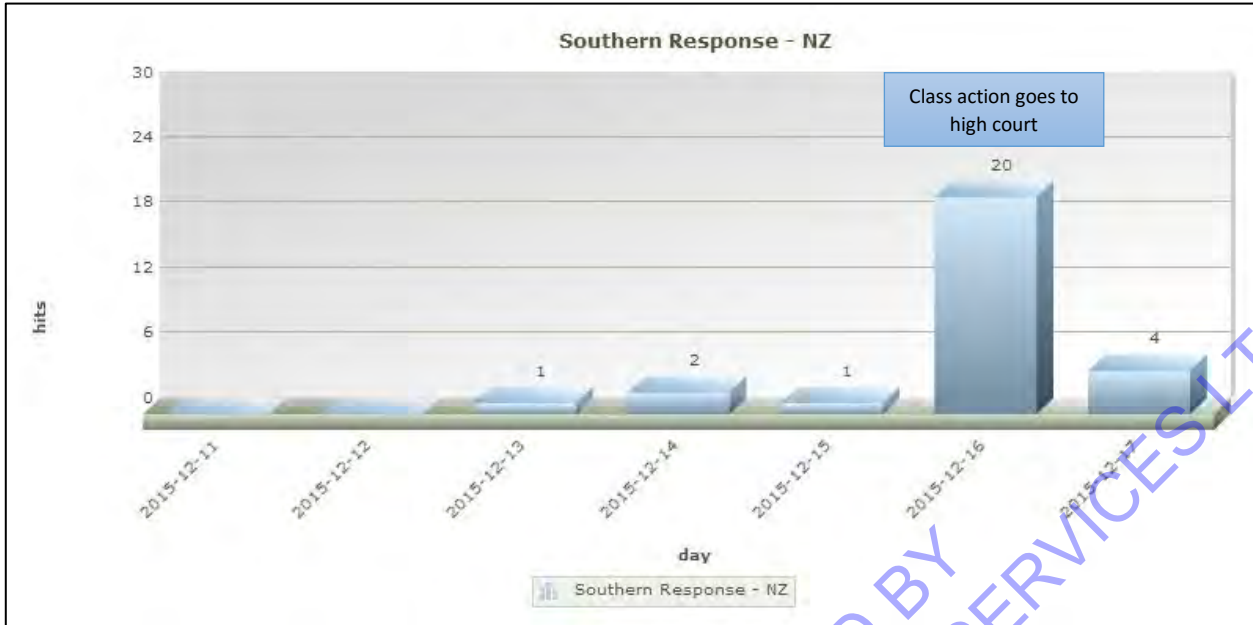


- Very little significant news this week in relation to SR – see links above
- Social media activity consisted of the following posts:
 - Reaction to the latest SR progress report
 - Discussion re AMI legal entity & profile of ██████████)
- No references to direct action or protest

Southern Response Weekly Monitoring Report

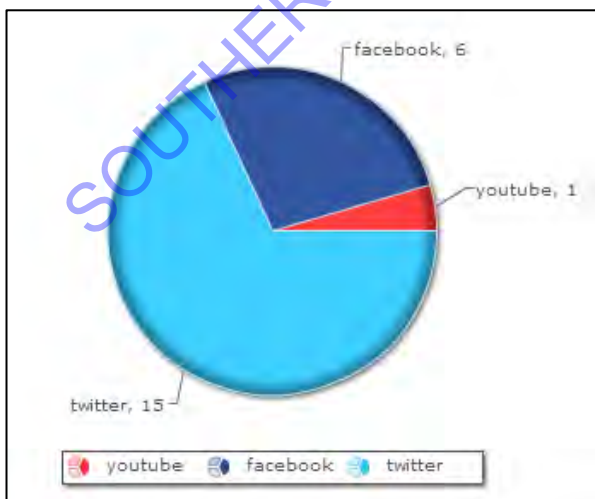
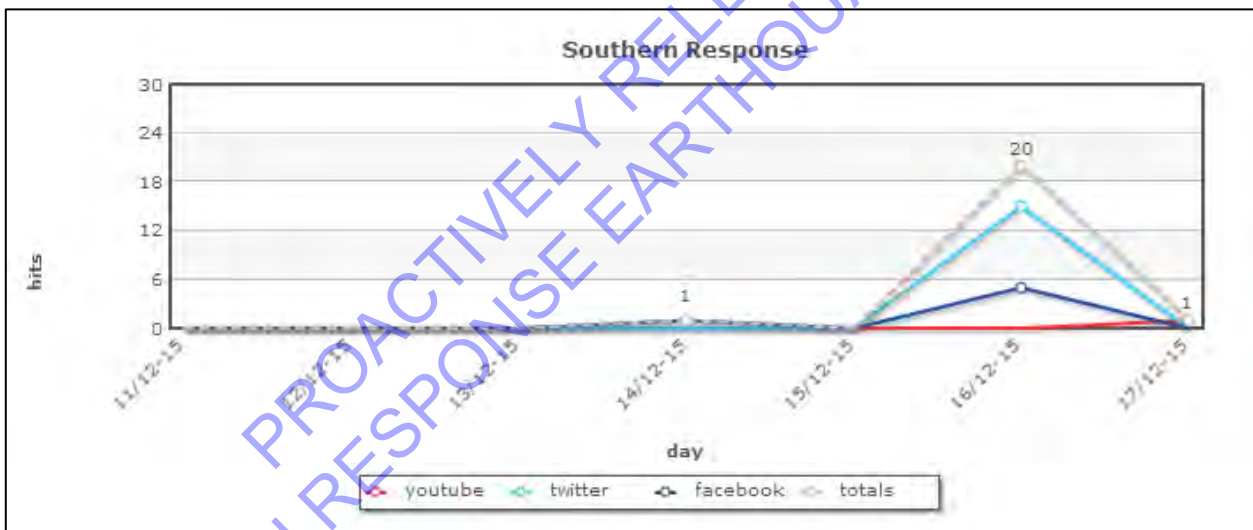
Friday 11 – Thursday 17 December 2015

News Media:



- <https://nz.news.yahoo.com/local/a/30377430/govt-spending-money-on-lawyers-instead-of-fixing-homes/>
- <http://www.3news.co.nz/nznews/quake-homeowners-take-insurer-to-court-2015121618#axzz3uce0iXMo>
- http://www.nzherald.co.nz/business/news/article.cfm?c_id=3&objectid=11561947

Social Media:



- Main news story this week has been in relation to the group of claimants going to the High Court in Chch to ask for permission to take a class action against Southern Response.
- Social media activity reflected this news story through reposts and re-tweets of this reporting.
- No references to direct action or protest