

1. RE: Threat to shoot staff

**From:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**To:** SR H&S Incidents <SR\_H&S\_Incidents@southernresponse.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] [REDACTED]  
<[REDACTED]@arrowinternational.co.nz>, 'Gavin Clark'  
<Gavin.Clark@tcil.co.nz>, [REDACTED]  
<[REDACTED]@southernresponse.co.nz>  
**Hidden recipients:** Linda.Falwasser@southernresponse.co.nz,  
Victor.Wells@southernresponse.co.nz,  
Anthony.Honeybone@southernresponse.co.nz,  
Sarah.Giles@southernresponse.co.nz, Peter.Rose@southernresponse.co.nz  
**Sent Date:** Jul 01, 2016 12:14:13  
**Subject:** RE: Threat to shoot staff  
**Attachment:** [image001.jpg](#)

---

Hi all,

By way of an update, the Police have advised that [REDACTED] [REDACTED]  
[REDACTED] They intend to visit him tonight or tomorrow morning.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells  
**Sent:** Tuesday, 28 June 2016 5:06 p.m.  
**To:** SR H&S Incidents  
**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'  
**Subject:** RE: Threat to shoot staff

Hi all,

There has been further threats made in respect of this customer to [REDACTED] After speaking with [REDACTED] [REDACTED] was contacted by [REDACTED] at 5:20. [REDACTED] was irate and believed

█████ had not been responding to his lawyers emails in a timely manner. █████ stated that █████ was to blame for his wife's mental health issues. He restated what he had said earlier to █████ stating:

*"Go and give █████ a call and hear what I have said to him. I have had a guts full of you guys. I am ready to get a gun and I am going to come around there and start shooting you guys."*

█████ also blamed █████ for stalling the claim stating:

*"I will hunt you down and I will find you, I will find where you live and I will come and see you."*

█████ indicated that he will report the comments that █████ had made but he was unrepentant stating:

*"You put those comments down, you put those comments down. I am happy for you to do that as I stand by what I say. I never make threats to people I only make promises."*

We have advised security of the comments made by █████ and an extra security guard has been on the premises today. EMS/Iviis have been updated and a caution flag placed on █████ file. █████ has a lawyer acting who has been advised of the threats made by █████ and our intention to complain to the Police. A complaint was laid with the Police this morning who have indicated that a formal warning is likely to be issued to █████ in the next day or so. Should █████ attitude remain aggressive and should he make further threats against Southern Response, consideration will be given to initiating prosecution action against him. We are in the process of drafting a letter for Peter to send to █████ setting out how the management of his claim is to proceed and the restriction that will be placed on his interaction with staff.

The claim has been transferred to TRR for processing.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Monday, 27 June 2016 5:40 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED]

**Subject:** Threat to shoot staff

Hi all,

We have received a threat against staff (over the phone to [REDACTED] from a customer, [REDACTED] [REDACTED] from [REDACTED] [REDACTED] advised [REDACTED] that he and his lawyer had been calling Southern Response for 3 weeks without reply. [REDACTED] wanted a copy of the backsheet from the DRA. He advised that his wife had been having mental health issues and presented as extremely angry.

[REDACTED] asked [REDACTED] "what do I have to do, do I have to come down to your office with a gun and blow you guys away"

[REDACTED] advised that he will be contacting [REDACTED] tomorrow and would say the same thing to him.

I will advise the security guard in the morning and will catch up with [REDACTED] also. I will also refer the matter on the Police through the general comms channel tomorrow.

Regards

**Victor Wells**

Health and Safety Manager

**Southern Response**

**Earthquake Services Ltd**

DDI [REDACTED]

Ext [REDACTED]

PO Box 9052

Christchurch 8149

victor.wells@southernresponse.co.nz

www.southernresponse.co.nz

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2. Southern Response weekly monitoring report 24-30 June 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Jul 01, 2016 13:51:04  
**Subject:** Southern Response weekly monitoring report 24-30 June 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 24-30 June 2016.pdf](#)

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Good afternoon Linda and Casey,

Please see attached this week's monitoring report covering the period 24-30 June 2016.

A pretty quiet week but note EQCfix event launch planned for 11 August.

There have been a couple of Southern No Response posts of interest this week – advised via usual channels.

Regards, [REDACTED]

[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
PO Box 301775, Albany, NSMC 0752, New Zealand  
[www.tcil.co.nz](http://www.tcil.co.nz)

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### 3. Residential Security Review

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** [REDACTED]@southernresponse.co.nz <[REDACTED]@southernresponse.co.nz>  
**Cc:** Victor Wells <Victor.Wells@southernresponse.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Jul 01, 2016 14:40:17  
**Subject:** Residential Security Review  
**Attachment:** [image003.jpg](#)

---

Hi [REDACTED]

Thanks for your time on the phone today.

As discussed I am aware that you don't require a residential security review conducted on your house but are interested in the due diligence phase of this review.

I had intended to ask you for specific details but think it's better that we just use your name to see what we can find out and report upon that as that is all that a member of the public is likely to have.

We will report in due course.

Kind Regards

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]  
[REDACTED]  
[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD



4. RE: Residential Security Review

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** 'Gavin Clark' <Gavin.Clark@tcil.co.nz>  
**Cc:** Victor Wells <Victor.Wells@southernresponse.co.nz>, [REDACTED]@t60.co.nz  
[REDACTED]@t60.co.nz  
**Sent Date:** Jul 01, 2016 16:12:11  
**Subject:** RE: Residential Security Review  
**Attachment:** [image001.jpg](#)  
[image002.jpg](#)

---

Thank you Gavin, appreciate the efforts.

[REDACTED]

[REDACTED]

**Assistant Team Manager**

Customer Support

Southern Response Earthquake Services Ltd

Ext: [REDACTED]

PO Box 9052

Christchurch

**[www.southernresponse.co.nz](http://www.southernresponse.co.nz)**

*Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).*

**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]

**Sent:** Friday, 1 July 2016 2:40 p.m.

**To:** [REDACTED]

**Cc:** Victor Wells; 3815@t60.co.nz

**Subject:** Residential Security Review

Hi [REDACTED]

Thanks for your time on the phone today.

As discussed I am aware that you don't require a residential security review conducted on your house but are interested in the due diligence phase of this review.

I had intended to ask you for specific details but think it's better that we just use your name to see what we can find out and report upon that as that is all that a member of the public is likely to have.

We will report in due course.

Kind Regards

**Gavin Clark**

/ MOBILE

/ PHONE

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/ WEBSITE

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[REDACTED]  
[REDACTED]  
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5. RE: Threat to shoot staff

**From:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**To:** SR H&S Incidents <SR\_H&S\_Incidents@southernresponse.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] [REDACTED]  
<[REDACTED]@arrowinternational.co.nz>, 'Gavin Clark'  
<Gavin.Clark@tcil.co.nz>, [REDACTED]  
<[REDACTED]@southernresponse.co.nz>  
**Sent Date:** Jul 04, 2016 14:15:35  
**Subject:** RE: Threat to shoot staff  
**Attachment:** [image001.jpg](#)

---

Hi all,

The Police have advised that they are still yet to contact [REDACTED]. They have left messages for him and visited his property but no one was home. The messages they have left advised [REDACTED] they will visit his work premises if he does not make contact.

Regards

**Victor Wells**  
Health and Safety Manager

**From:** Victor Wells  
**Sent:** Friday, 1 July 2016 12:14 p.m.  
**To:** SR H&S Incidents  
**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]  
**Subject:** RE: Threat to shoot staff

Hi all,

By way of an update, the Police have advised that [REDACTED] [REDACTED]  
[REDACTED] They intend to visit him tonight or tomorrow morning.

Regards

**Victor Wells**  
Health and Safety Manager

**From:** Victor Wells  
**Sent:** Tuesday, 28 June 2016 5:06 p.m.  
**To:** SR H&S Incidents

Cc: [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'

Subject: RE: Threat to shoot staff

Hi all,

There has been further threats made in respect of this customer to [REDACTED]. After speaking with [REDACTED] [REDACTED] was contacted by [REDACTED] at 5:20. [REDACTED] was irate and believed [REDACTED] had not been responding to his lawyers emails in a timely manner. [REDACTED] stated that [REDACTED] was to blame for his wife's mental health issues. He restated what he had said earlier to [REDACTED] stating:

*"Go and give [REDACTED] a call and hear what I have said to him. I have had a guts full of you guys. I am ready to get a gun and I am going to come around there and start shooting you guys."*

[REDACTED] also blamed [REDACTED] for stalling the claim stating:

*"I will hunt you down and I will find you, I will find where you live and I will come and see you."*

[REDACTED] indicated that he will report the comments that [REDACTED] had made but he was unrepentant stating:

*"You put those comments down, you put those comments down. I am happy for you to do that as I stand by what I say. I never make threats to people I only make promises."*

We have advised security of the comments made by [REDACTED] and an extra security guard has been on the premises today. EMS/Iviis have been updated and a caution flag placed on [REDACTED] file. [REDACTED] has a lawyer acting who has been advised of the threats made by [REDACTED] and our intention to complain to the Police. A complaint was laid with the Police this morning who have indicated that a formal warning is likely to be issued to [REDACTED] in the next day or so. Should [REDACTED] attitude remain aggressive and should he make further threats against Southern Response, consideration will be given to initiating prosecution action against him. We are in the process of drafting a letter for Peter to send to [REDACTED] setting out how the management of his claim is to proceed and the restriction that will be placed on his interaction with staff.

The claim has been transferred to TRR for processing.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Monday, 27 June 2016 5:40 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED]

**Subject:** Threat to shoot staff

Hi all,

We have received a threat against staff (over the phone to [REDACTED] from a customer, [REDACTED] [REDACTED] from [REDACTED] [REDACTED] advised [REDACTED] that he and his lawyer had been calling Southern Response for 3 weeks without reply. [REDACTED] wanted a copy of the backsheet from the DRA. He advised that his wife had been having mental health issues and presented as extremely angry.

[REDACTED] asked [REDACTED] "what do I have to do, do I have to come down to your office with a gun and blow you guys away"

[REDACTED] advised that he will be contacting [REDACTED] tomorrow and would say the same thing to him.

I will advise the security guard in the morning and will catch up with [REDACTED] also. I will also refer the matter on the Police through the general comms channel tomorrow.

Regards

**Victor Wells**

Health and Safety Manager

**Southern Response**

**Earthquake Services Ltd**

DDI [REDACTED]

Ext [REDACTED]

PO Box 9052

Christchurch 8149

victor.wells@southernresponse.co.nz

www.southernresponse.co.nz

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6. RE: Threat to shoot staff

**From:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**To:** SR H&S Incidents <SR\_H&S\_Incidents@southernresponse.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] [REDACTED]  
<[REDACTED]@arrowinternational.co.nz>, 'Gavin Clark'  
<Gavin.Clark@tcil.co.nz>, [REDACTED]  
<[REDACTED]@southernresponse.co.nz>  
**Hidden recipients:** [REDACTED]@arrowinternational.co.nz,  
[REDACTED]@arrowinternational.co.nz  
**Sent Date:** Jul 04, 2016 14:15:36  
**Subject:** RE: Threat to shoot staff  
**Attachment:** [image001.jpg](#)

---

Hi all,

The Police have advised that they are still yet to contact [REDACTED]. They have left messages for him and visited his property but no one was home. The messages they have left advised [REDACTED] they will visit his work premises if he does not make contact.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells  
**Sent:** Friday, 1 July 2016 12:14 p.m.  
**To:** SR H&S Incidents  
**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]  
**Subject:** RE: Threat to shoot staff

Hi all,

By way of an update, the Police have advised that [REDACTED] [REDACTED]  
[REDACTED] They intend to visit him tonight or tomorrow morning.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Tuesday, 28 June 2016 5:06 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'

**Subject:** RE: Threat to shoot staff

Hi all,

There has been further threats made in respect of this customer to [REDACTED]. After speaking with [REDACTED], [REDACTED] was contacted by [REDACTED] at 5:20. [REDACTED] was irate and believed [REDACTED] had not been responding to his lawyers emails in a timely manner. [REDACTED] stated that [REDACTED] was to blame for his wife's mental health issues. He restated what he had said earlier to [REDACTED] stating:

*"Go and give [REDACTED] a call and hear what I have said to him. I have had a guts full of you guys. I am ready to get a gun and I am going to come around there and start shooting you guys."*

[REDACTED] also blamed [REDACTED] for stalling the claim stating:

*"I will hunt you down and I will find you, I will find where you live and I will come and see you."*

[REDACTED] indicated that he will report the comments that [REDACTED] had made but he was unrepentant stating:

*"You put those comments down, you put those comments down. I am happy for you to do that as I stand by what I say. I never make threats to people I only make promises."*



We have advised security of the comments made by [REDACTED] and an extra security guard has been on the premises today. EMS/lviis have been updated and a caution flag placed on [REDACTED] file. [REDACTED] has a lawyer acting who has been advised of the threats made by [REDACTED] and our intention to complain to the Police. A complaint was laid with the Police this morning who have indicated that a formal warning is likely to be issued to [REDACTED] in the next day or so. Should [REDACTED] attitude remain aggressive and should he make further threats against Southern Response, consideration will be given to initiating prosecution action against him. We are in the process of drafting a letter for Peter to send to [REDACTED] setting out how the management of his claim is to proceed and the restriction that will be placed on his interaction with staff.

The claim has been transferred to TRR for processing.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Monday, 27 June 2016 5:40 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED]

**Subject:** Threat to shoot staff

Hi all,

We have received a threat against staff (over the phone to [REDACTED] from a customer, [REDACTED] from [REDACTED] [REDACTED] advised [REDACTED] that he and his lawyer had been calling Southern Response for 3 weeks without reply. [REDACTED] wanted a copy of the backsheet from the DRA. He advised that his wife had been having mental health issues and presented as extremely angry.

██████████ asked ██████████ “what do I have to do, do I have to come down to your office with a gun and blow you guys away”

██████████ advised that he will be contacting ██████████ tomorrow and would say the same thing to him.

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Regards

**Victor Wells**

Health and Safety Manager

**Southern Response**

**Earthquake Services Ltd**

DDI ██████████

Ext ██████████

PO Box 9052

Christchurch 8149

victor.wells@southernresponse.co.nz

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7. RE: Threat to shoot staff

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**Sent Date:** Jul 04, 2016 14:18:24  
**Subject:** RE: Threat to shoot staff  
**Attachment:** [image001.jpg](#)

---

Thanks for the update Victor

**From:** Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]  
**Sent:** Monday, 4 July 2016 2:16 p.m.  
**To:** SR H&S Incidents  
**Cc:** [REDACTED] [REDACTED] [REDACTED] Gavin Clark; [REDACTED]  
**Subject:** RE: Threat to shoot staff

Hi all,

The Police have advised that they are still yet to contact [REDACTED]. They have left messages for him and visited his property but no one was home. The messages they have left advised [REDACTED] they will visit his work premises if he does not make contact.

Regards

**Victor Wells**

Health and Safety Manager

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**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]  
**Subject:** RE: Threat to shoot staff

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Health and Safety Manager

**From:** Victor Wells

**Sent:** Monday, 27 June 2016 5:40 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED]

**Subject:** Threat to shoot staff

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the DRA. He advised that his wife had been having mental health issues and presented as extremely angry.

██████████ asked ██████████ “what do I have to do, do I have to come down to your office with a gun and blow you guys away”

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Regards

**Victor Wells**

Health and Safety Manager  
**Southern Response**

**Earthquake Services Ltd**

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Ext ██████████

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Christchurch 8149

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8. Due Diligence [REDACTED]

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz [REDACTED]@t60.co.nz  
**Sent Date:** Jul 05, 2016 14:06:45  
**Subject:** Due Diligence [REDACTED]  
**Attachment:** [image003.jpg](#)  
[3815 Due Diligence \[REDACTED\].PDF](#)

---

Hi Victor,

Please find attached the due diligence for [REDACTED]

I will leave it for you to publish and discuss with [REDACTED]

Kind Regards

**Gavin Clark**

/ MOBILE  
/ PHONE  
/ FAX  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand  
[www.tcil.co.nz](http://www.tcil.co.nz)

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

9. RE: Threat to shoot staff

**From:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**To:** SR H&S Incidents <SR\_H&S\_Incidents@southernresponse.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] [REDACTED]  
<[REDACTED]@arrowinternational.co.nz>, 'Gavin Clark'  
<Gavin.Clark@tcil.co.nz>, [REDACTED]  
<[REDACTED]@southernresponse.co.nz>  
**Hidden recipients:** Linda.Falwasser@southernresponse.co.nz,  
Victor.Wells@southernresponse.co.nz,  
Anthony.Honeybone@southernresponse.co.nz,  
Sarah.Giles@southernresponse.co.nz, Peter.Rose@southernresponse.co.nz  
**Sent Date:** Jul 05, 2016 15:25:50  
**Subject:** RE: Threat to shoot staff  
**Attachment:** [image001.jpg](#)

---

Hi all,

The Police have advised that [REDACTED] has left a message for them to visit him after work this evening.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells  
**Sent:** Monday, 4 July 2016 2:16 p.m.  
**To:** SR H&S Incidents  
**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]  
**Subject:** RE: Threat to shoot staff

Hi all,

The Police have advised that they are still yet to contact [REDACTED] They have left messages for him and visited his property but no one was home. The messages they have left advised [REDACTED] they will visit his work premises if he does not make contact.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Friday, 1 July 2016 12:14 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]

**Subject:** RE: Threat to shoot staff

Hi all,

By way of an update, the Police have advised that [REDACTED] [REDACTED]  
[REDACTED] They intend to visit him tonight or tomorrow morning.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Tuesday, 28 June 2016 5:06 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'

**Subject:** RE: Threat to shoot staff

Hi all,

There has been further threats made in respect of this customer to [REDACTED]. After speaking with [REDACTED] [REDACTED] was contacted by [REDACTED] at 5:20. [REDACTED] was irate and believed [REDACTED] had not been responding to his lawyers emails in a timely manner. [REDACTED] stated that [REDACTED] was to blame for his wife's mental health issues. He restated what he had said earlier to [REDACTED] stating:

*"Go and give [REDACTED] a call and hear what I have said to him. I have had a guts full of you guys. I am ready to get a gun and I am going to come around there and start shooting you guys."*

[REDACTED] also blamed [REDACTED] for stalling the claim stating:

*"I will hunt you down and I will find you, I will find where you live and I will come and see you."*

[REDACTED] indicated that he will report the comments that [REDACTED] had made but he was unrepentant stating:

*"You put those comments down, you put those comments down. I am happy for you to do that as I stand by what I say. I never make threats to people I only make promises."*

We have advised security of the comments made by [REDACTED] and an extra security guard has been on the premises today. EMS/lviis have been updated and a caution flag placed on [REDACTED] [REDACTED] file. [REDACTED] has a lawyer acting who has been advised of the threats made by [REDACTED] [REDACTED] and our intention to complain to the Police. A complaint was laid with the Police this morning who have indicated that a formal warning is likely to be issued to [REDACTED] in the next day or so. Should [REDACTED] attitude remain aggressive and should he make further threats against Southern Response, consideration will be given to initiating prosecution action against him. We are in the process of drafting a letter for Peter to send to [REDACTED] setting out how the management of his claim is to proceed and the restriction that will be placed on his interaction with staff.

The claim has been transferred to TRR for processing.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Monday, 27 June 2016 5:40 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED]

**Subject:** Threat to shoot staff

Hi all,

We have received a threat against staff (over the phone to [REDACTED] from a customer, [REDACTED] from [REDACTED] [REDACTED] advised [REDACTED] that he and his lawyer had been calling Southern Response for 3 weeks without reply. [REDACTED] wanted a copy of the backsheet from the DRA. He advised that his wife had been having mental health issues and presented as extremely angry.

[REDACTED] asked [REDACTED] "what do I have to do, do I have to come down to your office with a gun and blow you guys away"

[REDACTED] advised that he will be contacting [REDACTED] tomorrow and would say the same thing to him.

I will advise the security guard in the morning and will catch up with [REDACTED] also. I will also refer the matter on the Police through the general comms channel tomorrow.

Regards

**Victor Wells**

Health and Safety Manager  
**Southern Response**

**Earthquake Services Ltd**

DDI [REDACTED]

Ext [REDACTED]

PO Box 9052

Christchurch 8149

victor.wells@southernresponse.co.nz

www.southernresponse.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

10. RE: Threat to shoot staff

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**Sent Date:** Jul 05, 2016 15:28:25  
**Subject:** RE: Threat to shoot staff  
**Attachment:** [image001.jpg](#)

---

Thanks for the update Victor.

**From:** Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]  
**Sent:** Tuesday, 5 July 2016 3:26 p.m.  
**To:** SR H&S Incidents  
**Cc:** [REDACTED] [REDACTED] [REDACTED] Gavin Clark; [REDACTED]  
**Subject:** RE: Threat to shoot staff

Hi all,

The Police have advised that [REDACTED] has left a message for them to visit him after work this evening.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells  
**Sent:** Monday, 4 July 2016 2:16 p.m.  
**To:** SR H&S Incidents  
**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]  
**Subject:** RE: Threat to shoot staff

Hi all,



The Police have advised that they are still yet to contact [REDACTED] They have left messages for him and visited his property but no one was home. The messages they have left advised [REDACTED] they will visit his work premises if he does not make contact.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Friday, 1 July 2016 12:14 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]

**Subject:** RE: Threat to shoot staff

Hi all,

By way of an update, the Police have advised that [REDACTED] [REDACTED]  
[REDACTED] They intend to visit him tonight or tomorrow morning.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Tuesday, 28 June 2016 5:06 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'

**Subject:** RE: Threat to shoot staff

Hi all,

There has been further threats made in respect of this customer to [REDACTED]. After speaking with [REDACTED], [REDACTED] was contacted by [REDACTED] at 5:20. [REDACTED] was irate and believed [REDACTED] had not been responding to his lawyers emails in a timely manner. [REDACTED] stated that [REDACTED] was to blame for his wife's mental health issues. He restated what he had said earlier to [REDACTED] stating:

*"Go and give [REDACTED] a call and hear what I have said to him. I have had a guts full of you guys. I am ready to get a gun and I am going to come around there and start shooting you guys."*

[REDACTED] also blamed [REDACTED] for stalling the claim stating:

*"I will hunt you down and I will find you, I will find where you live and I will come and see you."*

[REDACTED] indicated that he will report the comments that [REDACTED] had made but he was unrepentant stating:

*"You put those comments down, you put those comments down. I am happy for you to do that as I stand by what I say. I never make threats to people I only make promises."*

We have advised security of the comments made by [REDACTED] and an extra security guard has been on the premises today. EMS/lviis have been updated and a caution flag placed on [REDACTED] file. [REDACTED] has a lawyer acting who has been advised of the threats made by [REDACTED] and our intention to complain to the Police. A complaint was laid with the Police this morning who have indicated that a formal warning is likely to be issued to [REDACTED] in the next day or so. Should [REDACTED] attitude remain aggressive and should he make further threats against Southern Response, consideration will be given to initiating prosecution action against him. We are in the process of drafting a letter for Peter to send to [REDACTED] setting out how the management of his claim is to proceed and the restriction that will be placed on his interaction with staff.

The claim has been transferred to TRR for processing.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Monday, 27 June 2016 5:40 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED]

**Subject:** Threat to shoot staff

Hi all,

We have received a threat against staff (over the phone to [REDACTED] from a customer, [REDACTED] from [REDACTED] [REDACTED] advised [REDACTED] that he and his lawyer had been calling Southern Response for 3 weeks without reply. [REDACTED] wanted a copy of the backsheet from the DRA. He advised that his wife had been having mental health issues and presented as extremely angry.

[REDACTED] asked [REDACTED] "what do I have to do, do I have to come down to your office with a gun and blow you guys away"

[REDACTED] advised that he will be contacting [REDACTED] tomorrow and would say the same thing to him.

I will advise the security guard in the morning and will catch up with [REDACTED] also. I will also refer the matter on the Police through the general comms channel tomorrow.

Regards

**Victor Wells**

Health and Safety Manager  
**Southern Response**

**Earthquake Services Ltd**

DDI [REDACTED]

Ext [REDACTED]

PO Box 9052

Christchurch 8149

victor.wells@southernresponse.co.nz

www.southernresponse.co.nz

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11. RE: Threat to shoot staff

**From:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**To:** SR H&S Incidents <SR\_H&S\_Incidents@southernresponse.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] [REDACTED]  
<[REDACTED]@arrowinternational.co.nz>, 'Gavin Clark'  
<Gavin.Clark@tcil.co.nz>, [REDACTED]  
<[REDACTED]@southernresponse.co.nz>  
**Hidden recipients:** [REDACTED]@arrowinternational.co.nz,  
[REDACTED]@arrowinternational.co.nz  
**Sent Date:** Jul 06, 2016 13:28:39  
**Subject:** RE: Threat to shoot staff  
**Attachment:** [image001.jpg](#)

---

Hi all,

The Police advised that [REDACTED] has contacted them. [REDACTED] was remorseful for his actions and in the view of the officer, his regret appeared genuine. [REDACTED] does not have a history with the Police and does not have access to firearms.

The officer reiterated that Southern Response requested that [REDACTED] be formally warned and should we have pushed for prosecution things could have become very uncomfortable for him, which [REDACTED] accepted. The officer further warned [REDACTED] that there is now a record with the Police of his actions and should they become involved again a prosecution will result.

The officer believed we will not have any further trouble with [REDACTED]

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Tuesday, 5 July 2016 3:26 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]

**Subject:** RE: Threat to shoot staff

Hi all,

The Police have advised that [REDACTED] has left a message for them to visit him after work this evening.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Monday, 4 July 2016 2:16 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]

**Subject:** RE: Threat to shoot staff

Hi all,

The Police have advised that they are still yet to contact [REDACTED]. They have left messages for him and visited his property but no one was home. The messages they have left advised [REDACTED] they will visit his work premises if he does not make contact.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Friday, 1 July 2016 12:14 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]

**Subject:** RE: Threat to shoot staff

Hi all,

By way of an update, the Police have advised that [REDACTED] [REDACTED]  
[REDACTED] They intend to visit him tonight or tomorrow morning.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Tuesday, 28 June 2016 5:06 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'

**Subject:** RE: Threat to shoot staff

Hi all,

There has been further threats made in respect of this customer to [REDACTED]. After speaking with [REDACTED] [REDACTED] was contacted by [REDACTED] at 5:20. [REDACTED] was irate and believed [REDACTED] had not been responding to his lawyers emails in a timely manner. [REDACTED] stated that [REDACTED] was to blame for his wife's mental health issues. He restated what he had said earlier to [REDACTED] stating:

*"Go and give [REDACTED] a call and hear what I have said to him. I have had a guts full of you guys. I am ready to get a gun and I am going to come around there and start shooting you guys."*

[REDACTED] also blamed [REDACTED] for stalling the claim stating:



*"I will hunt you down and I will find you, I will find where you live and I will come and see you."*

██████ indicated that he will report the comments that ██████ had made but he was unrepentant stating:

*"You put those comments down, you put those comments down. I am happy for you to do that as I stand by what I say. I never make threats to people I only make promises."*

We have advised security of the comments made by ██████ and an extra security guard has been on the premises today. EMS/lviis have been updated and a caution flag placed on ██████ file. ██████ has a lawyer acting who has been advised of the threats made by ██████ and our intention to complain to the Police. A complaint was laid with the Police this morning who have indicated that a formal warning is likely to be issued to ██████ in the next day or so. Should ██████ attitude remain aggressive and should he make further threats against Southern Response, consideration will be given to initiating prosecution action against him. We are in the process of drafting a letter for Peter to send to ██████ setting out how the management of his claim is to proceed and the restriction that will be placed on his interaction with staff.

The claim has been transferred to TRR for processing.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Monday, 27 June 2016 5:40 p.m.

**To:** SR H&S Incidents

**Cc:** ██████ ██████ ██████

**Subject:** Threat to shoot staff

Hi all,

We have received a threat against staff (over the phone to [REDACTED] from a customer, [REDACTED] [REDACTED] from [REDACTED] [REDACTED] advised [REDACTED] that he and his lawyer had been calling Southern Response for 3 weeks without reply. [REDACTED] wanted a copy of the backsheet from the DRA. He advised that his wife had been having mental health issues and presented as extremely angry.

[REDACTED] asked [REDACTED] "what do I have to do, do I have to come down to your office with a gun and blow you guys away"

[REDACTED] advised that he will be contacting [REDACTED] tomorrow and would say the same thing to him.

I will advise the security guard in the morning and will catch up with [REDACTED] also. I will also refer the matter on the Police through the general comms channel tomorrow.

Regards

**Victor Wells**

Health and Safety Manager  
**Southern Response**

**Earthquake Services Ltd**

DDI [REDACTED]

Ext [REDACTED]

PO Box 9052

Christchurch 8149

victor.wells@southernresponse.co.nz

www.southernresponse.co.nz

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12. RE: Threat to shoot staff

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**Sent Date:** Jul 06, 2016 13:40:21  
**Subject:** RE: Threat to shoot staff  
**Attachment:** [image001.jpg](#)

---

Thanks Victor good outcome.

I'll be on touch with a process for notifying police of future events.

Regards

Sent from my [REDACTED]

----- Victor Wells wrote -----

Hi all,

The Police advised that [REDACTED] has contacted them. [REDACTED] was remorseful for his actions and in the view of the officer, his regret appeared genuine. [REDACTED] does not have a history with the Police and does not have access to firearms.

The officer reiterated that Southern Response requested that [REDACTED] be formally warned and should we have pushed for prosecution things could have become very uncomfortable for him, which [REDACTED] accepted. The officer further warned [REDACTED] that there is now a record with the Police of his actions and should they become involved again a prosecution will result.

The officer believed we will not have any further trouble with [REDACTED]

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Tuesday, 5 July 2016 3:26 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]

**Subject:** RE: Threat to shoot staff

Hi all,

The Police have advised that [REDACTED] has left a message for them to visit him after work this evening.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Monday, 4 July 2016 2:16 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]

**Subject:** RE: Threat to shoot staff

Hi all,

The Police have advised that they are still yet to contact [REDACTED]. They have left messages for him and visited his property but no one was home. The messages they have left advised [REDACTED] they will visit his work premises if he does not make contact.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Friday, 1 July 2016 12:14 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]

**Subject:** RE: Threat to shoot staff

Hi all,

By way of an update, the Police have advised that [REDACTED] [REDACTED]  
[REDACTED] They intend to visit him tonight or tomorrow morning.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Tuesday, 28 June 2016 5:06 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'

**Subject:** RE: Threat to shoot staff

Hi all,

There has been further threats made in respect of this customer to [REDACTED]. After speaking with [REDACTED] [REDACTED] was contacted by [REDACTED] at 5:20. [REDACTED] was irate and believed [REDACTED] had not been responding to his lawyers emails in a timely manner. [REDACTED] stated that [REDACTED] was to blame for his wife's mental health issues. He restated what he had said earlier to [REDACTED] stating:

*“Go and give [REDACTED] a call and hear what I have said to him. I have had a guts full of you guys. I am ready to get a gun and I am going to come around there and start shooting you guys.”*

[REDACTED] also blamed [REDACTED] for stalling the claim stating:

*“I will hunt you down and I will find you, I will find where you live and I will come and see you.”*

[REDACTED] indicated that he will report the comments that [REDACTED] had made but he was unrepentant stating:

*“You put those comments down, you put those comments down. I am happy for you to do that as I stand by what I say. I never make threats to people I only make promises.”*

We have advised security of the comments made by [REDACTED] and an extra security guard has been on the premises today. EMS/lviis have been updated and a caution flag placed on [REDACTED] file. [REDACTED] has a lawyer acting who has been advised of the threats made by [REDACTED] and our intention to complain to the Police. A complaint was laid with the Police this morning who have indicated that a formal warning is likely to be issued to [REDACTED] in the next day or so. Should [REDACTED] attitude remain aggressive and should he make further threats against Southern Response, consideration will be given to initiating prosecution action against him. We are in the process of drafting a letter for Peter to send to [REDACTED] setting out how the management of his claim is to proceed and the restriction that will be placed on his interaction with staff.

The claim has been transferred to TRR for processing.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Monday, 27 June 2016 5:40 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED]

**Subject:** Threat to shoot staff

Hi all,

We have received a threat against staff (over the phone to [REDACTED] from a customer, [REDACTED] [REDACTED] from [REDACTED] [REDACTED] advised [REDACTED] that he and his lawyer had been calling Southern Response for 3 weeks without reply. [REDACTED] wanted a copy of the backsheet from the DRA. He advised that his wife had been having mental health issues and presented as extremely angry.

[REDACTED] asked [REDACTED] "what do I have to do, do I have to come down to your office with a gun and blow you guys away"

[REDACTED] advised that he will be contacting [REDACTED] tomorrow and would say the same thing to him.

I will advise the security guard in the morning and will catch up with [REDACTED] also. I will also refer the matter on the Police through the general comms channel tomorrow.

Regards

**Victor Wells**

Health and Safety Manager

**Southern Response**

**Earthquake Services Ltd**

DDI [REDACTED]

Ext [REDACTED]



PO Box 9052

Christchurch 8149

victor.wells@southernresponse.co.nz

www.southernresponse.co.nz

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13. RE: Threat to shoot staff

**From:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>  
**To:** Victor Wells <Victor.Wells@southernresponse.co.nz>, SR H&S Incidents <SR\_H&S\_Incidents@southernresponse.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] [REDACTED] <[REDACTED]@arrowinternational.co.nz>, 'Gavin Clark' <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**Hidden recipients:** Linda.Falwasser@southernresponse.co.nz, Anthony.Honeybone@southernresponse.co.nz, Sarah.Giles@southernresponse.co.nz, Peter.Rose@southernresponse.co.nz  
**Sent Date:** Jul 06, 2016 14:09:08  
**Subject:** RE: Threat to shoot staff  
**Attachment:** [image001.jpg](#)

---

Good outcome. Thanks for the updates Victor.

Linda

**From:** Victor Wells  
**Sent:** Wednesday, 6 July 2016 1:29 p.m.  
**To:** SR H&S Incidents  
**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]  
**Subject:** RE: Threat to shoot staff

Hi all,

The Police advised that [REDACTED] has contacted them. [REDACTED] was remorseful for his actions and in the view of the officer, his regret appeared genuine. [REDACTED] does not have a history with the Police and does not have access to firearms.

The officer reiterated that Southern Response requested that [REDACTED] be formally warned and should we have pushed for prosecution things could have become very uncomfortable for him, which [REDACTED] accepted. The officer further warned [REDACTED] that there is now a record with the Police of his actions and should they become involved again a prosecution will result.

The officer believed we will not have any further trouble with [REDACTED]

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Tuesday, 5 July 2016 3:26 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]

**Subject:** RE: Threat to shoot staff

Hi all,

The Police have advised that [REDACTED] has left a message for them to visit him after work this evening.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Monday, 4 July 2016 2:16 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]

**Subject:** RE: Threat to shoot staff

Hi all,

The Police have advised that they are still yet to contact [REDACTED] They have left messages for him and visited his property but no one was home. The messages they have left advised [REDACTED] they will visit his work premises if he does not make contact.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Friday, 1 July 2016 12:14 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]

**Subject:** RE: Threat to shoot staff

Hi all,

By way of an update, the Police have advised that [REDACTED] [REDACTED]  
[REDACTED] They intend to visit him tonight or tomorrow morning.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Tuesday, 28 June 2016 5:06 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'

**Subject:** RE: Threat to shoot staff

Hi all,

There has been further threats made in respect of this customer to [REDACTED]. After speaking with [REDACTED] [REDACTED] was contacted by [REDACTED] at 5:20. [REDACTED] was irate and believed [REDACTED] had not been responding to his lawyers emails in a timely manner. [REDACTED] stated that [REDACTED] was to blame for his wife's mental health issues. He restated what he had said earlier to [REDACTED] stating:

*"Go and give [REDACTED] a call and hear what I have said to him. I have had a guts full of you guys. I am ready to get a gun and I am going to come around there and start shooting you guys."*

[REDACTED] also blamed [REDACTED] for stalling the claim stating:

*"I will hunt you down and I will find you, I will find where you live and I will come and see you."*

[REDACTED] indicated that he will report the comments that [REDACTED] had made but he was unrepentant stating:

*"You put those comments down, you put those comments down. I am happy for you to do that as I stand by what I say. I never make threats to people I only make promises."*

We have advised security of the comments made by [REDACTED] and an extra security guard has been on the premises today. EMS/lviis have been updated and a caution flag placed on [REDACTED] [REDACTED] file. [REDACTED] has a lawyer acting who has been advised of the threats made by [REDACTED] and our intention to complain to the Police. A complaint was laid with the Police this morning who have indicated that a formal warning is likely to be issued to [REDACTED] in the next day or so. Should [REDACTED] attitude remain aggressive and should he make further threats against Southern Response, consideration will be given to initiating prosecution action against him. We are in the process of drafting a letter for Peter to send to [REDACTED] setting out how the management of his claim is to proceed and the restriction that will be placed on his interaction with staff.

The claim has been transferred to TRR for processing.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Monday, 27 June 2016 5:40 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED]

**Subject:** Threat to shoot staff

Hi all,

We have received a threat against staff (over the phone to [REDACTED] from a customer, [REDACTED] [REDACTED] from [REDACTED] [REDACTED] advised [REDACTED] that he and his lawyer had been calling Southern Response for 3 weeks without reply. [REDACTED] wanted a copy of the backsheet from the DRA. He advised that his wife had been having mental health issues and presented as extremely angry.

[REDACTED] asked [REDACTED] "what do I have to do, do I have to come down to your office with a gun and blow you guys away"

[REDACTED] advised that he will be contacting [REDACTED] tomorrow and would say the same thing to him.

I will advise the security guard in the morning and will catch up with [REDACTED] also. I will also refer the matter on the Police through the general comms channel tomorrow.

Regards

**Victor Wells**

Health and Safety Manager  
**Southern Response**

**Earthquake Services Ltd**

DDI [REDACTED]

Ext [REDACTED]

PO Box 9052

Christchurch 8149

victor.wells@southernresponse.co.nz

www.southernresponse.co.nz

*Southern Response Earthquake Services Ltd is the Crown-owned company responsible for AMI customers' claims for the Canterbury earthquake damage.*

PROACTIVELY RELEASED BY  
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

14. RE: Threat to shoot staff

**From:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**To:** SR H&S Incidents <SR\_H&S\_Incidents@southernresponse.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] [REDACTED]  
<[REDACTED]@arrowinternational.co.nz>, 'Gavin Clark'  
<Gavin.Clark@tcil.co.nz>, [REDACTED]  
<[REDACTED]@southernresponse.co.nz>  
**Sent Date:** Jul 07, 2016 16:28:33  
**Subject:** RE: Threat to shoot staff  
**Attachment:** [image001.jpg](#)

---

Hi all,

We have a few follow up steps to be implemented over the next week or so:

- I have scheduled a 'debrief' for [REDACTED] next week to go over the TCIL security review and provide any further updates re our contact with CECC.
- [REDACTED] and I are scheduled to visit [REDACTED] to raise our concerns in respect of [REDACTED] wellbeing and the impact his actions will have on our project going forward.
- We have updated the 'Aggressive / Threatening Customer Process'.
- We have contacted the Protective Security Requirements engagement manager who has recommended we engage with the security requirements and he can undertake an assessment of our security profile.
- We have a contact at WINZ organising the appropriate manager to contact me in respect of how they practically manage threats and how they lay complaints with the Police.
- Gavin/TCIL is working on a process for notifying Police for future events.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Wednesday, 6 July 2016 1:29 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]

**Subject:** RE: Threat to shoot staff

Hi all,

The Police advised that [REDACTED] has contacted them. [REDACTED] was remorseful for his actions and in the view of the officer, his regret appeared genuine. [REDACTED] does not have a history with the Police and does not have access to firearms.



The officer reiterated that Southern Response requested that [REDACTED] be formally warned and should we have pushed for prosecution things could have become very uncomfortable for him, which [REDACTED] accepted. The officer further warned [REDACTED] that there is now a record with the Police of his actions and should they become involved again a prosecution will result.

The officer believed we will not have any further trouble with [REDACTED]

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Tuesday, 5 July 2016 3:26 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]

**Subject:** RE: Threat to shoot staff

Hi all,

The Police have advised that [REDACTED] has left a message for them to visit him after work this evening.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Monday, 4 July 2016 2:16 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]

**Subject:** RE: Threat to shoot staff

Hi all,

The Police have advised that they are still yet to contact [REDACTED]. They have left messages for him and visited his property but no one was home. The messages they have left advised [REDACTED] they will visit his work premises if he does not make contact.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Friday, 1 July 2016 12:14 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'; [REDACTED]

**Subject:** RE: Threat to shoot staff

Hi all,

By way of an update, the Police have advised that [REDACTED] [REDACTED]  
[REDACTED] They intend to visit him tonight or tomorrow morning.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Tuesday, 28 June 2016 5:06 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED] 'Gavin Clark'

**Subject:** RE: Threat to shoot staff

Hi all,

There has been further threats made in respect of this customer to [REDACTED] After speaking with [REDACTED] [REDACTED] was contacted by [REDACTED] at 5:20. [REDACTED] was irate and believed [REDACTED] had not been responding to his lawyers emails in a timely manner. [REDACTED] stated that [REDACTED] was to blame for his wife's mental health issues. He restated what he had said earlier to [REDACTED] stating:

*"Go and give [REDACTED] a call and hear what I have said to him. I have had a guts full of you guys. I am ready to get a gun and I am going to come around there and start shooting you guys."*

[REDACTED] also blamed [REDACTED] for stalling the claim stating:

*"I will hunt you down and I will find you, I will find where you live and I will come and see you."*

[REDACTED] indicated that he will report the comments that [REDACTED] had made but he was unrepentant stating:

*“You put those comments down, you put those comments down. I am happy for you to do that as I stand by what I say. I never make threats to people I only make promises.”*

We have advised security of the comments made by [REDACTED] and an extra security guard has been on the premises today. EMS/lviis have been updated and a caution flag placed on [REDACTED] file. [REDACTED] has a lawyer acting who has been advised of the threats made by [REDACTED] and our intention to complain to the Police. A complaint was laid with the Police this morning who have indicated that a formal warning is likely to be issued to [REDACTED] in the next day or so. Should [REDACTED] attitude remain aggressive and should he make further threats against Southern Response, consideration will be given to initiating prosecution action against him. We are in the process of drafting a letter for Peter to send to [REDACTED] setting out how the management of his claim is to proceed and the restriction that will be placed on his interaction with staff.

The claim has been transferred to TRR for processing.

Regards

**Victor Wells**

Health and Safety Manager

**From:** Victor Wells

**Sent:** Monday, 27 June 2016 5:40 p.m.

**To:** SR H&S Incidents

**Cc:** [REDACTED] [REDACTED] [REDACTED]

**Subject:** Threat to shoot staff

Hi all,

We have received a threat against staff (over the phone to [REDACTED] from a customer, [REDACTED] from [REDACTED] [REDACTED] advised [REDACTED] that he and his lawyer had been calling Southern Response for 3 weeks without reply. [REDACTED] wanted a copy of the backsheet from the DRA. He advised that his wife had been having mental health issues and presented as extremely angry.

[REDACTED] asked [REDACTED] “what do I have to do, do I have to come down to your office with a gun and blow you guys away”

[REDACTED] advised that he will be contacting [REDACTED] tomorrow and would say the same thing to him.

I will advise the security guard in the morning and will catch up with [REDACTED] also. I will also refer the matter on the Police through the general comms channel tomorrow.

Regards

**Victor Wells**

Health and Safety Manager

**Southern Response**

**Earthquake Services Ltd**

DDI [REDACTED]

Ext [REDACTED]

PO Box 9052

Christchurch 8149

victor.wells@southernresponse.co.nz

www.southernresponse.co.nz

*Southern Response Earthquake Services Ltd is the Crown-owned company responsible for AMI customers' claims for the Canterbury earthquake damage.*

PROACTIVELY RELEASED BY  
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

15. Thompson+Clark: Southern Response Weekly Reporting 01-07 July 2016

**From:** [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Casey Hurren <casey.hurren@southernresponse.co.nz>, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>  
**Cc:** SR Action Steps <[REDACTED]@t60.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <Analyst@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Jul 10, 2016 12:55:13  
**Subject:** Thompson+Clark: Southern Response Weekly Reporting 01-07 July 2016  
**Attachment:** [image001.gif](#)  
[Southern Response Weekly Reporting 01-07 July 2016.pdf](#)

---

Hi Linda and Casey,

Please find attached the latest monitoring report covering 01-07 July 2016.

Kind regards

[REDACTED] NZIIP

**Collection Manager**

/ PHONE

/ POSTAL

/ WEBSITE

[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

16. Thompson+Clark: Southern Response Weekly Reporting 08-14 July 2016

**From:** [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Casey Hurren <casey.hurren@southernresponse.co.nz>  
**Cc:** SR Action Steps <[REDACTED]@t60.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <Analyst@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Jul 17, 2016 11:31:45  
**Subject:** Thompson+Clark: Southern Response Weekly Reporting 08-14 July 2016  
**Attachment:** [image001.gif](#)  
[Southern Response Weekly Reporting 08-14 July 2016.pdf](#)

---

Hi Linda and Casey,

Please find attached the latest monitoring report covering 08-14 July 2016.

Kind regards

[REDACTED] NZIIP

**Collection Manager**

/ PHONE

/ POSTAL

/ WEBSITE

[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD



17. \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd - Remittance Advice  
Attached

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** 'admin@tcil.co.nz' <admin@tcil.co.nz>  
**Sent Date:** Jul 20, 2016 16:01:03  
**Subject:** \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd -  
Remittance Advice Attached  
**Attachment:**

---

We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000082930

Payment Date: 20/07/2016

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
Number	Description					
00000000000011650	INV-14895	30/06/2016	[REDACTED]	[REDACTED]	[REDACTED]	Risk Mngt- Ju
	Risk Mngt- June 2016					

Total Amount: [REDACTED]

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SOUTHERN RESPONSE ACTIVELY RELEASED BY SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

18. Thompson+Clark: Southern Response Weekly Reporting 15-21 July 2016

**From:** [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Casey Hurren <casey.hurren@southernresponse.co.nz>  
**Cc:** SR Action Steps <[REDACTED]@t60.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <Analyst@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Jul 22, 2016 08:35:23  
**Subject:** Thompson+Clark: Southern Response Weekly Reporting 15-21 July 2016  
**Attachment:** [image001.gif](#)  
[Southern Response Weekly Reporting 15-21 July 2016.pdf](#)

---

Hi Linda and Casey,

Please find attached the latest monitoring report covering 15-21 July 2016.

Kind regards

[REDACTED] NZIIP

**Collection Manager**

/ PHONE

/ POSTAL

/ WEBSITE

[REDACTED]  
PO Box 301775, Albany, NSMC 0752, New Zealand

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

19. Southern Response weekly monitoring report 22-28 July 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz) <Linda.Falwasser@southernresponse.co.nz>, Casey Hurren <Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Jul 30, 2016 10:32:48  
**Subject:** Southern Response weekly monitoring report 22-28 July 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 22-28 July 2016.pdf](#)

---

Good morning Linda & Casey,

I hope you are enjoying your weekend.

Please see attached monitoring report for the period covering 22-28 July 2016.

Regards, [REDACTED]

[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
PO Box 301775, Albany, NSMC 0752, New Zealand  
[www.tcil.co.nz](http://www.tcil.co.nz)

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

20. Southern Response weekly monitoring report 29 July-4 August 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Aug 05, 2016 16:47:26  
**Subject:** Southern Response weekly monitoring report 29 July-4 August 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 29 July-4 August 2016.pdf](#)

---

Good afternoon Linda & Casey,

Please see attached weekly monitoring report covering 29 July – 4 August 2016.

Generally a quiet week with activity being of a general nature in relation to the Insurance Industry rather than targeted specifically at Southern Response.

Regards, [REDACTED]

[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
PO Box 301775, Albany, NSMC 0752, New Zealand

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD



21. Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

**From:** [REDACTED] [REDACTED] <admin@tcil.co.nz>  
**To:** Victor.Wells@southernresponse.co.nz  
<Victor.Wells@southernresponse.co.nz>  
**Cc:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Aug 08, 2016 15:12:52  
**Subject:** Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd  
**Attachment:** [image001.gif](#)  
[Invoice INV-14962.pdf](#)

---

Good afternoon Victor

Attached please find invoice 14962 for due diligence services provided during July.

Please feel free to contact me if you have any queries.

Kind regards

[REDACTED]

**Office Manager**

/ MOBILE  
/ POSTAL  
/ WEBSITE

[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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PROACTIVELY RELEASED BY  
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

22. SR weekly monitoring report 5-11 August 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Aug 12, 2016 16:36:18  
**Subject:** SR weekly monitoring report 5-11 August 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 5-11 August 2016.pdf](#)

---

Good afternoon Linda & Casey,

Please find attached this week's monitoring report covering the period 5-11 August 2016.

A very quiet week all round.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

25. Southern Response weekly monitoring report 12-18 August 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Aug 19, 2016 13:22:18  
**Subject:** Southern Response weekly monitoring report 12-18 August 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 12-18 August 2016.pdf](#)

---

Good afternoon Linda & Casey,

Please see attached this week's monitoring report covering the period 12-18 August 2016.

I notice your well-known [REDACTED] claimant is targeting other entities for OIA as well as yourselves.

Have a good weekend.

Thanks, [REDACTED]

[REDACTED]

**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]

[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

26. RE: Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

**From:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**To:** [REDACTED] <admin@tcil.co.nz>  
**Cc:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Aug 19, 2016 15:38:39  
**Subject:** RE: Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd  
**Attachment:** [image001.gif](#)

---

Thanks [REDACTED]

Can we get a break down of the charges for this invoice?

Regards

**Victor Wells**

Health and Safety Manager

**From:** [REDACTED] [mailto:admin@tcil.co.nz]  
**Sent:** Monday, 8 August 2016 3:13 p.m.  
**To:** Victor Wells  
**Cc:** Gavin Clark  
**Subject:** Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

Good afternoon Victor

Attached please find invoice 14962 for due diligence services provided during July.

Please feel free to contact me if you have any queries.

Kind regards

██████████

**Office Manager**

/ MOBILE

/ POSTAL

/ WEBSITE

██████████

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27. \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd - Remittance Advice  
Attached

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** 'admin@tcil.co.nz' <admin@tcil.co.nz>  
**Sent Date:** Aug 19, 2016 17:27:08  
**Subject:** \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd -  
Remittance Advice Attached  
**Attachment:**

---

We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000083649

Payment Date: 19/08/2016

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
Number	Description					
00000000000011898	INV-14934	28/07/2016	[REDACTED]	[REDACTED]	[REDACTED]	Risk Mngt Pac
	Risk Mngt Package-July2016					

Total Amount: [REDACTED]

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SOUTHERN RESPONSE ACTIVELY RELEASED BY EARTHQUAKE SERVICES LTD

28. RE: Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

**From:** [REDACTED] [REDACTED] <admin@tcil.co.nz>  
**To:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**Cc:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Aug 22, 2016 11:25:29  
**Subject:** RE: Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd  
**Attachment:** [image001.gif](#)  
[SRES Breakdown for invoice 14962.pdf](#)

---

Hi Victor

Breakdown of charges is attached.

Regards

[REDACTED]

**From:** Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]  
**Sent:** Friday, August 19, 2016 3:39 PM  
**To:** [REDACTED] [REDACTED]  
**Cc:** Gavin Clark  
**Subject:** RE: Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

Thanks [REDACTED]

Can we get a break down of the charges for this invoice?

Regards

**Victor Wells**

Health and Safety Manager

**From:** [REDACTED] [mailto:admin@tcil.co.nz]

**Sent:** Monday, 8 August 2016 3:13 p.m.

**To:** Victor Wells

**Cc:** Gavin Clark

**Subject:** Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

Good afternoon Victor

Attached please find invoice 14962 for due diligence services provided during July.

Please feel free to contact me if you have any queries.

Kind regards

[REDACTED]

**Office Manager**

/ MOBILE

/ POSTAL

/ WEBSITE

[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

29. RE: Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

**From:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**To:** [REDACTED] [REDACTED] <admin@tcil.co.nz>  
**Sent Date:** Aug 26, 2016 11:04:51  
**Subject:** RE: Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd  
**Attachment:** [image001.gif](#)

---

Thanks [REDACTED]

The invoice has been approved and is with our payroll. Should take a couple of days...

Regards

**Victor Wells**

Health and Safety Manager

**From:** [REDACTED] [REDACTED] [mailto:admin@tcil.co.nz]  
**Sent:** Monday, 22 August 2016 11:25 a.m.  
**To:** Victor Wells  
**Cc:** Gavin Clark  
**Subject:** RE: Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

Hi Victor

Breakdown of charges is attached.

Regards

[REDACTED]

**From:** Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]

**Sent:** Friday, August 19, 2016 3:39 PM

**To:** [REDACTED]

**Cc:** Gavin Clark

**Subject:** RE: Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

Thanks [REDACTED]

Can we get a break down of the charges for this invoice?

Regards

**Victor Wells**

Health and Safety Manager

**From:** [REDACTED] [mailto:admin@tcil.co.nz]

**Sent:** Monday, 8 August 2016 3:13 p.m.

**To:** Victor Wells

**Cc:** Gavin Clark

**Subject:** Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

Good afternoon Victor

Attached please find invoice 14962 for due diligence services provided during July.

Please feel free to contact me if you have any queries.

Kind regards

██████████ ██████████

**Office Manager**

/ MOBILE

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████████████████████

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30. SR weekly monitoring report 19-25 August 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Aug 26, 2016 13:46:04  
**Subject:** SR weekly monitoring report 19-25 August 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 19-25 August 2016.pdf](#)

---

Good afternoon Linda & Casey,

Please see attached weekly monitoring report covering 19-25 August 2016.

Main story of the week being the scrapped booklet and related emails obtained through the OIA process.

Regards, [REDACTED]

[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
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31. \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd - Remittance Advice  
Attached

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** 'admin@tcil.co.nz' <admin@tcil.co.nz>  
**Sent Date:** Aug 26, 2016 15:26:31  
**Subject:** \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd -  
Remittance Advice Attached  
**Attachment:**

---

We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000083890

Payment Date: 26/08/2016

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
Number	Description					

00000000000012047	INV-14962	31/07/2016	[REDACTED]	[REDACTED]	Staff Threat
Staff Threat - D Serra					

Total Amount: [REDACTED]

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32. RE: Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

**From:** [REDACTED] [REDACTED] <admin@tcil.co.nz>  
**To:** Victor Wells <Victor.Wells@southernresponse.co.nz>  
**Sent Date:** Aug 29, 2016 08:30:59  
**Subject:** RE: Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd  
**Attachment:** [image001.gif](#)

---

Many thanks Victor.

**From:** Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]  
**Sent:** Friday, August 26, 2016 11:05 AM  
**To:** [REDACTED] [REDACTED]  
**Subject:** RE: Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

Thanks [REDACTED]

The invoice has been approved and is with our payroll. Should take a couple of days...

Regards

**Victor Wells**

Health and Safety Manager

**From:** [REDACTED] [REDACTED] [mailto:admin@tcil.co.nz]  
**Sent:** Monday, 22 August 2016 11:25 a.m.  
**To:** Victor Wells  
**Cc:** Gavin Clark  
**Subject:** RE: Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

Hi Victor

Breakdown of charges is attached.

Regards

██████

**From:** Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]

**Sent:** Friday, August 19, 2016 3:39 PM

**To:** █████ █████

**Cc:** Gavin Clark

**Subject:** RE: Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

Thanks █████

Can we get a break down of the charges for this invoice?

Regards

**Victor Wells**

Health and Safety Manager

**From:** █████ █████ [mailto:admin@tcil.co.nz]

**Sent:** Monday, 8 August 2016 3:13 p.m.

**To:** Victor Wells

**Cc:** Gavin Clark

**Subject:** Invoice INV-14962 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

Good afternoon Victor

Attached please find invoice 14962 for due diligence services provided during July.

Please feel free to contact me if you have any queries.

Kind regards

██████████ ██████████

**Office Manager**

/ MOBILE

/ POSTAL

/ WEBSITE

████████████████████

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33. SR weekly monitoring - 26 Aug - 1 Sept 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Sep 02, 2016 14:28:36  
**Subject:** SR weekly monitoring - 26 Aug - 1 Sept 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 26 August - 1 Sept 2016.pdf](#)

---

Good afternoon Linda & Casey,

Please see attached weekly monitoring report covering the period 26 Aug-1 Sept 2016.

Main story has been the IAG cutoff date in which SR gets a mention.

Regards, [REDACTED]

[REDACTED]

**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
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34. SR weekly monitoring report 2-8 August 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Sep 09, 2016 14:14:11  
**Subject:** SR weekly monitoring report 2-8 August 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 2-8 Sept 2016.pdf](#)

---

Good afternoon Linda & Casey,

Please see attached this week's monitoring report covering the period 2-8 August 2016.

A pretty quiet week apart from the customer satisfaction survey which attracted a bit of attention.

Regards, [REDACTED]

[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
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35. Annual Public Meeting

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** Gavin Clark (gavin.clark@tcil.co.nz) <gavin.clark@tcil.co.nz>, [REDACTED]  
<[REDACTED]@firstsecurity.co.nz>  
**Sent Date:** Sep 13, 2016 09:45:21  
**Subject:** Annual Public Meeting  
**Attachment:** [image001.jpg](#)

---

Good Morning

It's that time again, we have started planning for the public meeting, we will be running this as we have previously done therefore just the same requirements. The date this year is 7<sup>th</sup> October, please let me know if you have any questions at this stage J

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

[www.southernresponse.co.nz](http://www.southernresponse.co.nz)

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

36. RE: Annual Public Meeting

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>

**To:** [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED]  
<[REDACTED]@firstsecurity.co.nz>

**Sent Date:** Sep 14, 2016 10:07:02

**Subject:** RE: Annual Public Meeting

**Attachment:** [image001.jpg](#)

---

Thanks for the heads up [REDACTED] I'll liaise with Linda re any potential issues that may arise.

Kind Regards Gavin

**From:** [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]

**Sent:** Tuesday, 13 September 2016 9:45 a.m.

**To:** Gavin Clark; [REDACTED]

**Subject:** Annual Public Meeting

Good Morning

It's that time again, we have started planning for the public meeting, we will be running this as we have previously done therefore just the same requirements. The date this year is 7<sup>th</sup> October, please let me know if you have any questions at this stage J

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: ([REDACTED])

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

**[www.southernresponse.co.nz](http://www.southernresponse.co.nz)**

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37. SRES APM 7 Oct 2016

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, [REDACTED]  
<[REDACTED]@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Sep 14, 2016 10:42:02  
**Subject:** SRES APM 7 Oct 2016  
**Attachment:** [image003.jpg](#)

---

Hi Linda/ [REDACTED]

In view of the upcoming APM are there any particular concerns or problem claimants that SRES has concerns about this year.

Also I suspect that the trespass notice for [REDACTED] may have expired or be close to it, is he still a claimant or has he settled and not likely to be a concern.

Once you have a draft run sheet could you please provide it and also keep me in the loop re who has RSVP'ed to attend.

I have notified our team of the date to be aware of any increased activity.

We can provide input for the development of the security plan and also make a call as to police notification once we have a better feel for this years event.

Maybe the end of this month we should have a call to discuss security issues and the security plan.

Take care warm regards Gavin Clark

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE



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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

38. FW: Parliamentary Question

**From:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>  
**To:** gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>  
**Sent Date:** Sep 16, 2016 08:54:20  
**Subject:** FW: Parliamentary Question  
**Attachment:** [11814-2016.docx](#)

---

Call me asap re this please [REDACTED]

**From:** Anna Gruczynska  
**Sent:** Friday, 16 September 2016 8:47 a.m.  
**To:** Linda Falwasser; Peter Jensen  
**Subject:** Parliamentary Question

I attach the proposed response to yesterday's PQ for your review before I go through the Board sign off protocol.

Thank you

Anna

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39. RE: Parliamentary Question

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Sep 16, 2016 10:07:16  
**Subject:** RE: Parliamentary Question  
**Attachment:**

---

Hi Linda,

I have made some suggested amendments below in red but either version says what you need to say. Regards Gavin

To address the concerns Southern Response had for the safety of its staff and contractors, in January 2014 it engaged Thompson & Clark, a security agency which holds relevant licenses pursuant to the Security Personnel and Private Investigators Act 2010 to provide ongoing risk management services including the management of risk relating to specific threats to SRES personnel, home and office security reviews, training and awareness and other one off project work such as security management services at Annual Public Meetings. As of 15 September 2016, \$177,349.56 has been paid to Thompson & Clark for these services.

**From:** Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]  
**Sent:** Friday, 16 September 2016 8:54 a.m.  
**To:** Gavin Clark  
**Subject:** FW: Parliamentary Question

Call me asap re this please [REDACTED]

**From:** Anna Gruczynska  
**Sent:** Friday, 16 September 2016 8:47 a.m.  
**To:** Linda Falwasser; Peter Jensen  
**Subject:** Parliamentary Question

I attach the proposed response to yesterday's PQ for your review before I go through the Board sign off protocol.

Thank you

Anna

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

40. Southern Response weekly monitoring report 9-15 Sept 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Sep 16, 2016 14:49:23  
**Subject:** Southern Response weekly monitoring report 9-15 Sept 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 9-15 Sept 2016.pdf](#)

---

Good afternoon Linda & Casey,

Please see attached this week's monitoring report covering the period 9-15 Sept 2016.

A very quiet week with the only item of interest being a blog by you know who!

Regards, [REDACTED]

[REDACTED]

**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
PO Box 301775, Albany, NSMC 0752, New Zealand  
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45. \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd - Remittance Advice  
Attached

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** 'admin@tcil.co.nz' <admin@tcil.co.nz>  
**Sent Date:** Sep 20, 2016 16:43:57  
**Subject:** \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd -  
Remittance Advice Attached  
**Attachment:**

---

We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION



This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000084557

Payment Date: 20/09/2016

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
Number	Description					
00000000000012166	INV-14973	31/08/2016	[REDACTED]	[REDACTED]	[REDACTED]	Risk Mngt. Pa
	Risk Mngt. Package-Aug.2016					

Total Amount: [REDACTED]

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SOUTHERN RESPONSE ACTIVELY RELEASED BY SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

46. RE: PQ: 11814 (2016) - Woods Dr Megan - Due ministers office : 20/09/2016

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>  
**Sent Date:** Sep 20, 2016 17:44:18  
**Subject:** RE: PQ: 11814 (2016) - Woods Dr Megan - Due ministers office : 20/09/2016  
**Attachment:** [image001.jpg](#)

---

Thanks for the update Linda

**From:** Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]  
**Sent:** Tuesday, 20 September 2016 4:39 p.m.  
**To:** Gavin Clark  
**Subject:** FW: PQ: 11814 (2016) - Woods Dr Megan - Due ministers office : 20/09/2016

**From:** Anna Gruczynska  
**Sent:** Monday, 19 September 2016 3:27 p.m.  
**To:** [REDACTED]parliament.govt.nz  
**Cc:** Linda Falwasser  
**Subject:** RE: PQ: 11814 (2016) - Woods Dr Megan - Due ministers office : 20/09/2016

Hi [REDACTED]

Our response is attached. Please advise if you require further information.

Thank you

Anna

**Anna Gruczynska**

Governance Officer

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

[www.southernresponse.co.nz](http://www.southernresponse.co.nz)

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**From:** [REDACTED] [parliament.govt.nz]

**Sent:** Thursday, 15 September 2016 1:43 p.m.

**To:** Linda Falwasser

**Subject:** FW: PQ: 11814 (2016) - Woods Dr Megan - Due ministers office : 20/09/2016

For your action.

[REDACTED]

Sent with Good (www.good.com)

**From:** [REDACTED]

**Sent:** Thursday, 15 September 2016 1:19:25 p.m.

**To:** [REDACTED]

**Subject:** PQ: 11814 (2016) - Woods Dr Megan - Due ministers office : 20/09/2016

**Member :** Woods Dr Megan

**Portfolio :** Greater Christchurch Regeneration

**Date Lodged :** 14/09/2016

**Question :**

Has Southern Response hired any private investigators in the past three years; if so, why, at what cost and for what reason?

**Due ministers office :** 20/09/2016

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50. Residential Security Review - [REDACTED]

**From:** Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>  
**To:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Sep 22, 2016 13:13:16  
**Subject:** Residential Security Review - [REDACTED]  
**Attachment:**

---

Hi Gavin

[REDACTED] has asked that I book his residential review at 10 a.m. on Thursday, 6th - which hopefully you can work into your plans for the Public Meeting trip.

The address is [REDACTED]

We could then perhaps do a pre-Public Meeting meeting here in the afternoon, if required. Linda would like to chat to you in the next day or so about security arrangements - can you suggest a time that would suit for her to call you?

Thanks  
Anna

Anna Gruczynska  
Governance Officer  
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])  
Ext: [REDACTED]  
Mobile: [REDACTED]  
PO Box 9052  
Christchurch  
[www.southernresponse.co.nz](http://www.southernresponse.co.nz)

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51. RE: Residential Security Review - [REDACTED]

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>  
**Sent Date:** Sep 22, 2016 14:30:01  
**Subject:** RE: Residential Security Review - [REDACTED]  
**Attachment:**

---

Hi Anna

That's fine I will see [REDACTED] then and as suggested can have a pre AGM meeting that afternoon.

I'm tied up this afternoon but can speak to Linda anytime tomorrow.

Regards

-----Original Message-----

**From:** Anna Gruczynska [mailto:Anna.Gruczynska@southernresponse.co.nz]  
**Sent:** Thursday, 22 September 2016 1:13 p.m.  
**To:** Gavin Clark  
**Subject:** Residential Security Review - [REDACTED]

Hi Gavin

[REDACTED] has asked that I book his residential review at 10 a.m. on Thursday, 6th - which hopefully you can work into your plans for the Public Meeting trip.

The address is [REDACTED]

We could then perhaps do a pre-Public Meeting meeting here in the afternoon, if required. Linda would like to chat to you in the next day or so about security arrangements - can you suggest a time that would suit for her to call you?

Thanks  
Anna

Anna Gruczynska  
Governance Officer  
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

<http://scanmail.trustwave.com/?c=4341&d=qcLj15R0tx6mYmyZPMIzA5RcpwRoqelknUjuhpuog&s=32&u=http%3a%2f%2fwww%2esouthernresponse%2eco%2enz>

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52. Southern Response weekly monitoring report 16-22 Sept 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Sep 23, 2016 14:44:26  
**Subject:** Southern Response weekly monitoring report 16-22 Sept 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 16-22 Sept 2016.pdf](#)

---

Good afternoon Linda & Casey,

Please see attached this week's monitoring report covering the period 16-22 September 2016.

A little busier in the news this week and stories reflected in social media results.

Regards, [REDACTED]

[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
PO Box 301775, Albany, NSMC 0752, New Zealand

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53. Trespass Authority

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Sep 23, 2016 15:20:12  
**Subject:** Trespass Authority  
**Attachment:** [image001.jpg](#)  
[Authority to Act\\_Trespass Act.doc](#)

---

Hi Linda,

If you would be good enough to forward this to the relevant person at the event centre so that we have trespass authority on the day.

I will come back to you early next week on those other [REDACTED] we discussed .

Kind Regards

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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54. SRES APM 7 Oct

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** [REDACTED]@firstsecurity.co.nz <[REDACTED]@firstsecurity.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@southernresponse.co.nz>, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Sep 23, 2016 15:32:30  
**Subject:** SRES APM 7 Oct  
**Attachment:** [image003.jpg](#)

---

Hi [REDACTED]

I take it in [REDACTED] absence you will be running the First Security team for the SRES APM at the Silk room Addington Events Centre 7 Oct 2016.

I will also be present and we hope to run the same security response as last year which comprised of four First personnel and the deployment looked like this:

Pre event

- Position 1- uniformed guard at the front entrance
- Position 2- plain clothes guard on the first level at the top of the stairs
- Position 3- plain clothes guard on the first level positioned between the registration and the coat rack.
- Position 4- plain clothes guard inside the meeting venue covering fire exit near catering area.

-  
During the event

- Position 1- Unchanged As above
- Position 2- Outside venue meeting doors
- Position 3- Inside meeting venue seated LH rear

Position 4- Unchanged as above

I have arranged trespass authority to enable First and myself to use trespass if necessary on the day.

I will also notify local police of the event so that they are aware.

The full security plan and briefing can be covered on the day prior to the meeting but if you have any questions before then let me know otherwise see you on the morning of the 7<sup>th</sup>.

Kind Regards Gavin

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]  
[REDACTED]  
[REDACTED]

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55. RE: SRES APM 7 Oct

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Sep 26, 2016 07:52:17  
**Subject:** RE: SRES APM 7 Oct  
**Attachment:** [image001.jpg](#)  
[image002.jpg](#)

---

Morning Gavin

I hope you had a good weekend J Hey I am sure that the trespass notice against Mr [REDACTED] will have expired, do we need to have this renewed? Do we need to have grounds to extend this? I believe you spoke to Linda late last week is there anything I need to do at the moment?

Thanks

Thanks

[REDACTED]  
Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: ([REDACTED])

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

[www.southernresponse.co.nz](http://www.southernresponse.co.nz)

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**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]  
**Sent:** Friday, 23 September 2016 3:32 p.m.  
**To:** [REDACTED]@firstsecurity.co.nz  
**Cc:** [REDACTED] Linda Falwasser; [REDACTED]@t60.co.nz  
**Subject:** SRES APM 7 Oct

Hi [REDACTED]

I take it in [REDACTED] absence you will be running the First Security team for the SRES APM at the Silk room Addington Events Centre 7 Oct 2016.

I will also be present and we hope to run the same security response as last year which comprised of four First personnel and the deployment looked like this:

Pre event

- Position 1- uniformed guard at the front entrance
- Position 2- plain clothes guard on the first level at the top of the stairs
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- Position 4- plain clothes guard inside the meeting venue covering fire exit near catering area.

-  
During the event

- Position 1- Unchanged As above



- Position 2- Outside venue meeting doors
- Position 3- Inside meeting venue seated LH rear
- Position 4- Unchanged as above

I have arranged trespass authority to enable First and myself to use trespass if necessary on the day.

I will also notify local police of the event so that they are aware.

The full security plan and briefing can be covered on the day prior to the meeting but if you have any questions before then let me know otherwise see you on the morning of the 7<sup>th</sup>.

Kind Regards Gavin

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

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/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

56. RE: SRES APM 7 Oct

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**Sent Date:** Sep 26, 2016 09:11:07  
**Subject:** RE: SRES APM 7 Oct  
**Attachment:** [image001.jpg](#)  
[image002.jpg](#)

---

Hi [REDACTED],

Yes we discussed this as [REDACTED] has been refused cover and hence his claim is no longer active and he hasn't been a problem lately my opinion is to leave it and not provoke the situation.

If he turns up at the public meeting we can refuse entry on the day and reassess the trespass notice.

Regards

**From:** [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]  
**Sent:** Monday, 26 September 2016 7:52 a.m.  
**To:** Gavin Clark  
**Subject:** RE: SRES APM 7 Oct

Morning Gavin

I hope you had a good weekend J Hey I am sure that the trespass notice against Mr [REDACTED] will have expired, do we need to have this renewed? Do we need to have grounds to extend this? I believe you spoke to Linda late last week is there anything I need to do at the moment?

Thanks

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: ( [REDACTED] )

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

[www.southernresponse.co.nz](http://www.southernresponse.co.nz)

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**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]

**Sent:** Friday, 23 September 2016 3:32 p.m.

**To:** [REDACTED]@firstsecurity.co.nz

**Cc:** [REDACTED] Linda Falwasser; [REDACTED]@t60.co.nz

**Subject:** SRES APM 7 Oct

Hi [REDACTED]

I take it in Peters absence you will be running the First Security team for the SRES APM at the Silk room Addington Events Centre 7 Oct 2016.

I will also be present and we hope to run the same security response as last year which comprised of four First personnel and the deployment looked like this:

Pre event

- Position 1- uniformed guard at the front entrance
- Position 2- plain clothes guard on the first level at the top of the stairs
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During the event

- Position 1- Unchanged As above
- Position 2- Outside venue meeting doors
- Position 3- Inside meeting venue seated LH rear
- Position 4- Unchanged as above

I have arranged trespass authority to enable First and myself to use trespass if necessary on the day.

I will also notify local police of the event so that they are aware.

The full security plan and briefing can be covered on the day prior to the meeting but if you have any questions before then let me know otherwise see you on the morning of the 7<sup>th</sup>.

Kind Regards Gavin

**Gavin Clark**

/ MOBILE  
/ PHONE  
/ FAX  
/ POSTAL  
/ WEBSITE

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██████████  
██████████  
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57. RE: SRES APM 7 Oct

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Sep 26, 2016 10:02:54  
**Subject:** RE: SRES APM 7 Oct  
**Attachment:** [image001.jpg](#)  
[image002.jpg](#)

---

Thanks Gavin, have a good day!

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

[www.southernresponse.co.nz](http://www.southernresponse.co.nz)

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**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]

**Sent:** Monday, 26 September 2016 9:11 a.m.

**To:** [REDACTED]

**Subject:** RE: SRES APM 7 Oct

Hi [REDACTED],

Yes we discussed this as [REDACTED] has been refused cover and hence his claim is no longer active and he hasn't been a problem lately my opinion is to leave it and not provoke the situation.

If he turns up at the public meeting we can refuse entry on the day and reassess the trespass notice.

Regards

**From:** [REDACTED] [mailto:[REDACTED@southernresponse.co.nz]]

**Sent:** Monday, 26 September 2016 7:52 a.m.

**To:** Gavin Clark

**Subject:** RE: SRES APM 7 Oct

Morning Gavin

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Thanks

Thanks

[REDACTED]  
Communications Coordinator

Southern Response Earthquake Services Ltd



DDI: ( [REDACTED] )

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**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]  
**Sent:** Friday, 23 September 2016 3:32 p.m.  
**To:** [REDACTED]@firstsecurity.co.nz  
**Cc:** [REDACTED] Linda Falwasser; [REDACTED]@t60.co.nz  
**Subject:** SRES APM 7 Oct

Hi [REDACTED]

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I will also be present and we hope to run the same security response as last year which comprised of four First personnel and the deployment looked like this:

Pre event

- Position 1- uniformed guard at the front entrance
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-  
During the event

- Position 1- Unchanged As above
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- Position 4- Unchanged as above

I have arranged trespass authority to enable First and myself to use trespass if necessary on the day.

I will also notify local police of the event so that they are aware.

The full security plan and briefing can be covered on the day prior to the meeting but if you have any questions before then let me know otherwise see you on the morning of the 7<sup>th</sup>.

Kind Regards Gavin

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

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58. RE: SRES APM 7 Oct

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**Sent Date:** Sep 26, 2016 11:09:51  
**Subject:** RE: SRES APM 7 Oct  
**Attachment:** [image001.jpg](#)  
[image002.jpg](#)

---

Cheers you too, see you next week

**From:** [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]  
**Sent:** Monday, 26 September 2016 10:03 a.m.  
**To:** Gavin Clark  
**Subject:** RE: SRES APM 7 Oct

Thanks Gavin, have a good day!

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: ([REDACTED])

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]

**Sent:** Monday, 26 September 2016 9:11 a.m.

**To:** [REDACTED]

**Subject:** RE: SRES APM 7 Oct

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Regards

**From:** [REDACTED] [mailto:[REDACTED@southernresponse.co.nz]]

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Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: ([REDACTED])

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**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]

**Sent:** Friday, 23 September 2016 3:32 p.m.

**To:** [REDACTED]@firstsecurity.co.nz

**Cc:** [REDACTED] Linda Falwasser; [REDACTED]@t60.co.nz

**Subject:** SRES APM 7 Oct

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- Position 1- Unchanged As above
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I will also notify local police of the event so that they are aware.

The full security plan and briefing can be covered on the day prior to the meeting but if you have any questions before then let me know otherwise see you on the morning of the 7<sup>th</sup>.

Kind Regards Gavin

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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59. Consideration towards trespassing [REDACTED] and Mr [REDACTED]

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Sep 26, 2016 17:18:02  
**Subject:** Consideration towards trespassing Mr [REDACTED] and Mr [REDACTED]  
**Attachment:** [image003.jpg](#)

---

Hi Linda,

As discussed please see pros and cons below re trespass notices for both [REDACTED] and [REDACTED]  
[REDACTED]

General observations:

A trespass notice is a good tool to put someone on notice outlining the rules and also to enable police a mechanism to put someone before the court if a breach is committed. If no trespass notice is in effect then a warning process has to be endured before an offence of trespass is committed. Therefore in a situation where you require police attendance immediately and where something can be done even once the person committing the trespass has left it is better to have a trespass order already served on a person and in existence.

Having said that the following are considerations towards both subjects outlining the pros and cons of servicing a trespass notice prior to the APM is outlined below:

Subject 1: [REDACTED]

- This subject has been previously trespassed from SRES building.
- This trespass period of two years has expired meaning that this person is no longer subject to an effective trespass notice.
- This person has in the past two years not attempted to approach SRES nor breached the trespass notice.

- This person has been denied an insurance claim and therefore has no legitimate reason to approach SRES.
- Serving a fresh trespass notice may reignite the [REDACTED] for this individual.
- This person being allowed access to the SRES APM is not considered appropriate as he still poses a threat based upon his previous comments.
- If this person presents himself at SRES pending APM he can and should be refused entry by security personnel in attendance who will have trespass authority for the venue on the day.
- Similarly if this person presents himself at SRES office he can and should be refused entry at the time and if and when this occurs consideration can be given to serving a fresh trespass notice on him.

In my opinion I do not believe that re issuing a trespass notice on [REDACTED] would be constructive at this time and doing so may inflame the situation.

Subject 2: [REDACTED]

- This subject has not previously been trespassed from SRES however his behaviour is of concern and to trespass him is justified.
- This subject has been dis-communicated from the SRES board after harassing them with an extraordinary number of emails, these emails still continue however are blocked by the SRES server and dealt with at an operational level.
- This email harassment resulted in SRES taking particular security measures and notifying police resulting in police visiting [REDACTED] to assess his propensity towards being a threat to SRES and its personnel.
- The subject is vexatious and has engaged multiple courses of legal recourse such as the Ombudsman and Privacy officer to name a few and his behaviour suggests that this person be treated with caution.
- This subject has in the past RSVP'ed to attend the APM but in the past two years has not attended.
- Serving a trespass notice on this individual prior to the APM may provoke him and result in a heightened level of activity and result in behaviour that could be considered threatening.

· Based upon this persons previous correspondence and that the communication has deteriorated to be managed through legal channels and litigious methods there is no value that can be achieved by this person attending the SRES APM.

· If this person presents himself at SRES pending APM he can and should be refused entry by security personnel in attendance who will have trespass authority for the venue on the day.

· Similarly if this person presents himself at SRES office he can and should be refused entry at the time and if and when this occurs consideration can be given to serving a fresh trespass notice on him.

In summary I don't think that either of these persons should be served with new trespass notices prior to the APM however they should not be allowed entry to the APM and that this should be enforced, security personnel will have trespass authority for that venue. If either of the two present themselves at the APM they should be refused entry for the event centre and at the same time a current trespass notice covering SRES venues can be served. These trespass notices should be prepared prior to the APM and dated 7 October and signed by the new CEO, they may not be used if either of the subjects do not attempt to attend the APM. If they are not used they will be destroyed and SRES notified.

The grounds for not allowing Mr [REDACTED] will be cited as his previous threats towards SRES staff are considered still valid and [REDACTED] as continued email harassment and vexatious complaints and that due to the litigious and perceived hostile nature of [REDACTED] SRES do not believe that his attendance at the meeting would be productive and that proper dialogue could not be established.

It is likely that refusing entry of individuals may provoke the need for security personnel to use reasonable force to prevent access and that police would be immediately notified in the event of attempted attendance by either subject.

O trust that this assists SRES in making a determination and I am happy to discuss my opinion in more detail if there is any clarity required.

Take care warm regards Gavin Clark

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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PROACTIVELY RELEASED BY SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

60. First Security

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**Cc:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>  
**Sent Date:** Sep 27, 2016 15:56:11  
**Subject:** First Security  
**Attachment:** [image001.jpg](#)

---

Hi [REDACTED]

Have you heard back from First security re the APM, I haven't heard anything and just wanted to confirm their availability.

Take care warm regards Gavin Clark

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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61. RE: First Security

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Sep 27, 2016 16:04:19  
**Subject:** RE: First Security  
**Attachment:** [image002.jpg](#)  
[image003.jpg](#)

---

Hi Gavin

Yes they have confirmed with me their availability.

Thank you

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: ([REDACTED])

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]

**Sent:** Tuesday, 27 September 2016 3:56 p.m.

**To:** [REDACTED]

**Cc:** Linda Falwasser

**Subject:** First Security

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/ MOBILE

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[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD



62. RE: First Security

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**Sent Date:** Sep 27, 2016 16:22:19  
**Subject:** RE: First Security  
**Attachment:** [image002.jpg](#)  
[image003.jpg](#)

---

Thanks [REDACTED] can you confirm the point of contact please

Sent from my [REDACTED]

---- [REDACTED] wrote ----

Hi Gavin

Yes they have confirmed with me their availability.

Thank you

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: ([REDACTED])

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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**Sent:** Tuesday, 27 September 2016 3:56 p.m.  
**To:** [REDACTED]  
**Cc:** Linda Falwasser  
**Subject:** First Security

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Take care warm regards Gavin Clark

**Gavin Clark**

/ MOBILE  
/ PHONE  
/ FAX  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
[REDACTED]

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63. RE: First Security

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Sep 27, 2016 16:24:34  
**Subject:** RE: First Security  
**Attachment:** [image001.jpg](#)  
[image002.jpg](#)  
[image003.jpg](#)

---

Hi Gavin

[REDACTED] no longer works there, the point of contact is [REDACTED] her details are

[REDACTED] – **Manager - Christchurch**

FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.

– Phillipstown – 8011 – New Zealand

Email: [REDACTED]@firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]

[REDACTED]

Web: <http://www.firstsecurity.co.nz>

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: ([REDACTED])

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

[www.southernresponse.co.nz](http://www.southernresponse.co.nz)

*Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).*

**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]

**Sent:** Tuesday, 27 September 2016 4:22 p.m.

**To:** [REDACTED]

**Subject:** RE: First Security

Thanks [REDACTED] can you confirm the point of contact please

Sent from my [REDACTED]

---- [REDACTED] wrote ----

Hi Gavin

Yes they have confirmed with me their availability.

Thank you

[REDACTED]  
Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: ([REDACTED])

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

**www.southernresponse.co.nz**

*Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).*

**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]

**Sent:** Tuesday, 27 September 2016 3:56 p.m.

**To:** [REDACTED]

**Cc:** Linda Falwasser

**Subject:** First Security

Hi [REDACTED],

Have you heard back from First security re the APM, I haven't heard anything and just wanted to confirm their availability.

Take care warm regards Gavin Clark

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]  
[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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64. RE: First Security

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**Sent Date:** Sep 27, 2016 16:57:32  
**Subject:** RE: First Security  
**Attachment:** [image001.jpg](#)  
[image002.jpg](#)  
[image003.jpg](#)

---

Cheers

Sent from my [REDACTED]

---- [REDACTED] wrote ----

Hi Gavin

[REDACTED] no longer works there, the point of contact is [REDACTED] her details are

[REDACTED] – **Manager - Christchurch**

FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.

– Phillipstown – 8011 – New Zealand

Email: [REDACTED]@firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]

[REDACTED]  
Web: <http://www.firstsecurity.co.nz>

[REDACTED]  
Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: ([REDACTED])

Ext: [REDACTED]

Mob: [REDACTED]



PO Box 9052

Christchurch

**www.southernresponse.co.nz**

*Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).*

**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]

**Sent:** Tuesday, 27 September 2016 4:22 p.m.

**To:** [REDACTED]

**Subject:** RE: First Security

Thanks [REDACTED] can you confirm the point of contact please

Sent from my [REDACTED]

----- [REDACTED] wrote -----

Hi Gavin

Yes they have confirmed with me their availability.

Thank you

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (██████████)

Ext: █████

Mob: ██████████

PO Box 9052

Christchurch

[www.southernresponse.co.nz](http://www.southernresponse.co.nz)

*Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).*

**From:** Gavin Clark [mailto:Gavin.Clark@fcil.co.nz]

**Sent:** Tuesday, 27 September 2016 3:56 p.m.

**To:** ██████████

**Cc:** Linda Falwasser

**Subject:** First Security

Hi █████, ,

Have you heard back from First security re the APM, I haven't heard anything and just wanted to confirm their availability.

Take care warm regards Gavin Clark

**Gavin Clark**

/ MOBILE  
/ PHONE  
/ FAX  
/ POSTAL  
/ WEBSITE

██████████  
██████████  
██████████  
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65. FW: News 30-09-2016

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** Gavin Clark (gavin.clark@tcil.co.nz) <gavin.clark@tcil.co.nz>  
**Sent Date:** Sep 30, 2016 11:55:49  
**Subject:** FW: News 30-09-2016  
**Attachment:** [hr\\_img.png](#)  
[image001.png](#)  
[image002.png](#)  
[image003.jpg](#)

---

News Report from Meltwater News  
Morning Gavin

Some articles below that may prove to be an interesting read!

Happy Friday!

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: ([REDACTED])

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

[www.southernresponse.co.nz](http://www.southernresponse.co.nz)

*Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).*

**From:** [REDACTED]  
**Sent:** Friday, 30 September 2016 10:18 a.m.  
**To:** [REDACTED]  
**Subject:** FW: News 30-09-2016

### **[REDACTED] The battle with EQC still rages**

**The New Zealand Herald** | 29/09-16 14:43

It's not only the little guy who struggles with EQC and insurance companies over earthquake

*...37 years) proven correct and EQC paid out fully and sent us to **Southern Response**. Yippee. The first team we worked with at SR were terrific.*

### **Plan to tackle red zone work unveiled**

**Radio New Zealand** | 29/09-16 11:26

A plan for tackling work in Christchurch's residential red zone has been laid out by the group tasked with redeveloping the quake-ravaged

*...red-zoned land in the city. Earlier this year, the **Canterbury Earthquake Recovery Authority** wound up its work in the city and was replaced by...*

### **Litany of issues**

**Fairfax Media Digital Edition** | 29/09-16 00:57

- EQC contractors botched thousands of home earthquake repairs. In January, EQC said it had about 5500 homes to fix again. It was a third through fixing the botched repairs by May this year.

*Litany of issues - EQC contractors botched thousands of home **earthquake** repairs. In January, EQC said it had about 5500 homes to fix again. It...*

## Timeline Photos

**facebook.com** | 30/09-16 04:38

*Well well...look what we found hidden in the bottom corner of the ChCh Star's back page today. (Updated with correct Ad below now) Southern Response's Annual "we don't want you to come so we hold it on a Friday morning and don't advertise it until the last min ute" Public Meeting. Feel free to RSVP or just turn up without a RSVP. Come for the fireworks, stay for the free biscuits. It is on from 10:30am to 12pm - Friday 7 October 2016 Silks Lounge Addington Events Centre Addington Raceway RSVP to: [rsvp@southernresponse.co.nz](mailto:rsvp@southernresponse.co.nz) or just turn up! There will be a group of claimants coming and it promises to be a colourful meeting! Please spread the word!*

## **Southern Response's AGM is on 7 October 2016. You are entit.....**

**facebook.com** | 29/09-16 10:26

*Southern Response's AGM is on 7 October 2016. You are entitled to attend. If you want to go, make sure you RSVP to Southern Response by next Wednesday, 5 October 2016 [contact@srca.co.nz](mailto:contact@srca.co.nz)*

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66. SR weekly monitoring report - 23-29 Sept 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Sep 30, 2016 12:14:07  
**Subject:** SR weekly monitoring report - 23-29 Sept 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 23-29 Sept 2016.pdf](#)

---

Good afternoon Linda & Casey,

Please see attached weekly monitoring report covering the period 23-29 September 2016.

Note SNR commentary today re your Annual Public Meeting advised via usual medium.

Regards, [REDACTED]

[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
PO Box 301775, Albany, NSMC 0752, New Zealand

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67. Invoice INV-15038 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

**From:** [REDACTED] [REDACTED] <admin@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>  
**Cc:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Oct 05, 2016 09:40:14  
**Subject:** Invoice INV-15038 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd  
**Attachment:** [image001.gif](#)  
[Invoice INV-15038.pdf](#)

---

Good morning Linda

Attached is invoice 15038 for services provided during September.

Please feel free to contact me if you have any queries.

[REDACTED]  
**Office Manager**

/ MOBILE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
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68. Annual Meeting runsheet 300916

**From:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>  
**To:** gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED]  
<[REDACTED]@southernresponse.co.nz>  
**Sent Date:** Oct 05, 2016 11:39:30  
**Subject:** Annual Meeting runsheet 300916  
**Attachment:** [Annual Meeting runsheet 300916.doc](#)

---

Hi Gavin

Meeting with Board at 9am on Friday for a security briefing, how to handle various scenarios etc.

Thanks Linda

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69. Annual Meeting runsheet 300916

**From:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>  
**To:** gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED]  
<[REDACTED]@southernresponse.co.nz>  
**Sent Date:** Oct 05, 2016 11:39:31  
**Subject:** Annual Meeting runsheet 300916  
**Attachment:** [Annual Meeting runsheet 300916.doc](#)

---

Hi Gavin

Meeting with Board at 9am on Friday for a security briefing, how to handle various scenarios etc.

Thanks Linda

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70. RE: Annual Meeting runsheet 300916

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>  
**Cc:** [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED]  
<[REDACTED]@southernresponse.co.nz>  
**Sent Date:** Oct 05, 2016 11:41:40  
**Subject:** RE: Annual Meeting runsheet 300916  
**Attachment:**

---

Thanks Linda received see you tomorrow at 1pm

Sent from my [REDACTED]

---- Linda Falwasser wrote ----

Hi Gavin

Meeting with Board at 9am on Friday for a security briefing, how to handle various scenarios etc.

Thanks Linda

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71. RE: Annual Meeting runsheet 300916

**From:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>  
**To:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Oct 05, 2016 12:24:48  
**Subject:** RE: Annual Meeting runsheet 300916  
**Attachment:**

---

Great – see you tomorrow

**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]  
**Sent:** Wednesday, 5 October 2016 11:41 a.m.  
**To:** Linda Falwasser  
**Cc:** [REDACTED]  
**Subject:** RE: Annual Meeting runsheet 300916

Thanks Linda received see you tomorrow at 1pm

Sent from my [REDACTED]

---- Linda Falwasser wrote ----

Hi Gavin

Meeting with Board at 9am on Friday for a security briefing, how to handle various scenarios etc.

Thanks Linda

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72. Authority for trespass at Addington events

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Oct 05, 2016 17:25:52  
**Subject:** Authority for trespass at Addington events  
**Attachment:** [image001.jpg](#)  
[Authority to Act\\_Trespass Act.doc](#)

---

Hi [REDACTED],

I thought I had sent this to you but can't find my sent email.

Could you please arrange to have this signed before the meeting on Friday please.

Kind Regards Gavin

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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73. Re: Authority for trespass at Addington events

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Oct 05, 2016 17:59:25  
**Subject:** Re: Authority for trespass at Addington events  
**Attachment:** [image001.jpg](#)

---

Hey Gavin I have it for you I have also made up some security packs. Maybe we can go over these tomorrow to see if you want me to add to them

Sent from [REDACTED]

On 5/10/2016, at 5:25 PM, Gavin Clark <Gavin.Clark@tcil.co.nz> wrote:

Hi [REDACTED]

I thought I had sent this to you but can't find my sent email.

Could you please arrange to have this signed before the meeting on Friday please.

Kind Regards Gavin

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]  
[REDACTED]  
[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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<image001.jpg>

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74. Re: Authority for trespass at Addington events

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**Sent Date:** Oct 05, 2016 18:25:29  
**Subject:** Re: Authority for trespass at Addington events  
**Attachment:**

---

Thanks [REDACTED] I'm meeting linda at 1 so could see you after that.

Regards

Sent from my [REDACTED]

----- [REDACTED] wrote -----

Hey Gavin I have it for you I have also made up some security packs. Maybe we can go over these tomorrow to see if you want me to add to them

Sent from [REDACTED]

On 5/10/2016, at 5:25 PM, Gavin Clark <Gavin.Clark@tcil.co.nz> wrote:

Hi [REDACTED]

I thought I had sent this to you but can't find my sent email.

Could you please arrange to have this signed before the meeting on Friday please.

Kind Regards Gavin

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]  
[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

<image001.jpg>

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75. Re: Authority for trespass at Addington events

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Oct 05, 2016 18:32:37  
**Subject:** Re: Authority for trespass at Addington events  
**Attachment:**

---

Sounds good

Sent from [REDACTED]

On 5/10/2016, at 6:25 PM, Gavin Clark <Gavin.Clark@tcil.co.nz> wrote:

Thanks [REDACTED] I'm meeting linda at 1 so could see you after that.

Regards

Sent from my [REDACTED]

---- [REDACTED] wrote ----

Hey Gavin I have it for you I have also made up some security packs. Maybe we can go over these tomorrow to see if you want me to add to them

Sent from [REDACTED]

On 5/10/2016, at 5:25 PM, Gavin Clark <Gavin.Clark@tcil.co.nz> wrote:

Hi [REDACTED],

I thought I had sent this to you but can't find my sent email.

Could you please arrange to have this signed before the meeting on Friday please.

Kind Regards Gavin

**Gavin Clark**

/ MOBILE  
/ PHONE  
/ FAX  
/ POSTAL  
/ WEBSITE



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<image001.jpg>

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76. APM RSVP background 2016

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>, [REDACTED]  
<[REDACTED]@southernresponse.co.nz>  
**Cc:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Gavin Clark  
(gavin.clark@tcil.co.nz) <gavin.clark@tcil.co.nz>  
**Sent Date:** Oct 06, 2016 14:14:05  
**Subject:** APM RSVP background 2016  
**Attachment:** [APM RSVP background 2016.docx](#)

---

Updated

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77. FW: RE: SRES AGM [REDACTED]

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Sarah Giles <Sarah.Giles@southernresponse.co.nz>, [REDACTED]  
<[REDACTED]@southernresponse.co.nz>, Linda Falwasser Southern  
Response <linda.falwasser@arrowinternational.co.nz>, Victor Wells  
<Victor.Wells@southernresponse.co.nz>  
**Sent Date:** Oct 06, 2016 17:16:49  
**Subject:** FW: RE: SRES AGM [REDACTED]  
**Attachment:** [image001.gif](#)  
[image002.png](#)  
[image003.jpg](#)

---

Hi Sarah and [REDACTED]

Please see below details of person who came in last week agitated this incident was managed well by Security Guard [REDACTED]

This person may be known to you and should be added as a person of interest in the guard book

Kind regards Gavin

Sent from my [REDACTED]

----- Original Message -----

**Subject:** RE: SRES AGM [REDACTED]  
**Sent:** 6/10/2016 4:58 PM  
**From:** [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Cc:** [REDACTED]@t60.co.nz

[REDACTED]  
Physical Address: [REDACTED] CHRISTCHURCH

Looks like he is quantity surveyor and may be associated with the TC3 group.

<https://opencorporates.com/companies/nz/5200921>

[REDACTED] Shirley Papanui Ward Councillor for CCC

September 15, 2013 - Christchurch -

TODAY - Sunday 15th September, Speights Ale House, Bealey Ave (back room), 4pm. The TC3 Residents Group has organised to have [REDACTED] to talk on the following:

SCOPES & ASSESSMENTS - A tradesman's perspective

TOPICS:

- a. Are scopes done to professional standards?
- b. Can tradesmen successfully dispute the validity or quantum of a scope? and more.

In addition [REDACTED] (of Anthony Harper, solicitors) will provide an overview of a proposed group action against EQC that a number of concerned professionals have been working to bring together, with the goal of obtaining a declaratory judgment.

[REDACTED] Very good bloke to listen to

**From:** Gavin Clark

**Sent:** Thursday, October 6, 2016 3:44 PM

**To:** [REDACTED]

**Subject:** SRES AGM

Hi [REDACTED]

Can you check the following vehicle [REDACTED] [REDACTED] unknown claimant from SRES came in last week agitated.

Cheers

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE



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78. Automatic reply: RE: SRES AGM [REDACTED]

**From:** Sarah Giles <Sarah.Giles@southernresponse.co.nz>  
**To:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Oct 06, 2016 17:16:50  
**Subject:** Automatic reply: RE: SRES AGM [REDACTED]  
**Attachment:**

---

Thank you for your email, I am out of the office on annual leave on Friday 7th October 2016 and will have limited access to emails.

If you have any HR related [REDACTED] please contact [REDACTED]  
[REDACTED]@southernresponse.co.nz , for all other [REDACTED] please refer to [REDACTED]  
[REDACTED]@southernresponse.co.nz

Alternatively I will respond to your email as soon as I am able.

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and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

79. FW: RE: SRES AGM [REDACTED]

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Sarah Giles <Sarah.Giles@southernresponse.co.nz>, [REDACTED]  
<[REDACTED]@southernresponse.co.nz>, Linda Falwasser Southern  
Response <linda.falwasser@arrowinternational.co.nz>, Victor Wells  
<Victor.Wells@southernresponse.co.nz>  
**Hidden recipients:** Linda.Falwasser@southernresponse.co.nz  
**Sent Date:** Oct 06, 2016 17:16:54  
**Subject:** FW: RE: SRES AGM [REDACTED]  
**Attachment:** [image001.gif](#)  
[image002.png](#)  
[image003.jpg](#)

---

Hi Sarah and [REDACTED]

Please see below details of person who came in last week agitated this incident was managed well by Security Guard [REDACTED]

This person may be known to you and should be added as a person of interest in the guard book

Kind regards Gavin

Sent from my [REDACTED]

----- Original Message -----

**Subject:** RE: SRES AGM [REDACTED]  
**Sent:** 6/10/2016 4:58 PM  
**From:** [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Cc:** [REDACTED]@t60.co.nz

[REDACTED]

Physical Address: [REDACTED] CHRISTCHURCH

Looks like he is quantity surveyor and may be associated with the TC3 group.

<https://opencorporates.com/companies/nz/5200921>

████████ Shirley Papanui Ward Councillor for CCC

September 15, 2013 · Christchurch ·

TODAY - Sunday 15th September, Speights Ale House, Bealey Ave (back room), 4pm. The TC3 Residents Group has organised to have ██████████ to talk on the following:

SCOPES & ASSESSMENTS - A tradesman's perspective

TOPICS:

- a. Are scopes done to professional standards?
- b. Can tradesmen successfully dispute the validity or quantum of a scope? and more.

In addition ██████████ (of Anthony Harper, solicitors) will provide an overview of a proposed group action against EQC that a number of concerned professionals have been working to bring together, with the goal of obtaining a declaratory judgment.

████████ Very good bloke to listen to

**From:** Gavin Clark

**Sent:** Thursday, October 6, 2016 3:44 PM

**To:** ██████████

**Subject:** SRES AGM

Hi ██████████

Can you check the following vehicle ██████████ ██████████ unknown claimant from SRES came in last week agitated.

Cheers

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE



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80. RE: RE: SRES AGM [REDACTED]

**From:** [REDACTED] <[REDACTED]@southernresponse.co.nz>  
**To:** Gavin Clark <Gavin.Clark@tcil.co.nz>, Sarah Giles <Sarah.Giles@southernresponse.co.nz>, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Victor Wells <Victor.Wells@southernresponse.co.nz>  
**Sent Date:** Oct 07, 2016 09:12:04  
**Subject:** RE: RE: SRES AGM [REDACTED]  
**Attachment:** [image002.png](#)  
[image003.jpg](#)  
[image004.gif](#)

---

Hi Gavin

His details have been entered into the security list held by guards this morning.

Regards

[REDACTED]

**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]  
**Sent:** Thursday, 6 October 2016 5:17 p.m.  
**To:** Sarah Giles; [REDACTED] Linda Falwasser; Victor Wells  
**Subject:** FW: RE: SRES AGM [REDACTED]

Hi Sarah and [REDACTED]

Please see below details of person who came in last week agitated this incident was managed well by Security Guard [REDACTED]

This person may be known to you and should be added as a person of interest in the guard book

Kind regards Gavin

Sent from my [REDACTED]

----- Original Message -----

Subject: RE: SRES AGM [REDACTED]  
Sent: 6/10/2016 4:58 PM  
From: [REDACTED] <[REDACTED]@tcil.co.nz>  
To: Gavin Clark <Gavin.Clark@tcil.co.nz>  
Cc: [REDACTED]@t60.co.nz

[REDACTED]  
Physical Address: [REDACTED] CHRISTCHURCH

Looks like he is quantity surveyor and may be associated with the TC3 group.

<https://opencorporates.com/companies/nz/5200921>

**[REDACTED] Shirley Papanui Ward Councillor for CCC**

September 15, 2013 · Christchurch ·

TODAY - Sunday 15th September, Speights Ale House, Bealey Ave (back room), 4pm. The TC3 Residents Group has organised to have [REDACTED] to talk on the following:

SCOPES & ASSESSMENTS - A tradesman's perspective

TOPICS:

- a. Are scopes done to professional standards?
- b. Can tradesmen successfully dispute the validity or quantum of a scope? and more.

In addition [REDACTED] (of Anthony Harper, solicitors) will provide an overview of a proposed group action against EQC that a number of concerned professionals have been working to bring together, with the goal of obtaining a declaratory judgment.

[REDACTED] Very good bloke to listen to

**From:** Gavin Clark  
**Sent:** Thursday, October 6, 2016 3:44 PM  
**To:** [REDACTED]  
**Subject:** SRES AGM

Hi [REDACTED]

Can you check the following vehicle [REDACTED] unknown claimant from SRES came in last week agitated.

Cheers

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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81. RE: RE: SRES AGM [REDACTED]

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** Sarah Giles <Sarah.Giles@southernresponse.co.nz>, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Victor Wells <Victor.Wells@southernresponse.co.nz>, [REDACTED] [REDACTED]@southernresponse.co.nz>  
**Sent Date:** Oct 07, 2016 10:18:54  
**Subject:** RE: RE: SRES AGM [REDACTED]  
**Attachment:** [image002.png](#)  
[image003.jpg](#)  
[image004.gif](#)

---

Great if you could ask [REDACTED] for a photo from the footage to go with it that would assist guard personnel

Sent from my [REDACTED]

---- [REDACTED] wrote ----

Hi Gavin

His details have been entered into the security list held by guards this morning.

Regards

[REDACTED]

**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]  
**Sent:** Thursday, 6 October 2016 5:17 p.m.  
**To:** Sarah Giles; [REDACTED]; Linda Falwasser; Victor Wells  
**Subject:** FW: RE: SRES AGM [REDACTED]

Hi Sarah and [REDACTED]

Please see below details of person who came in last week agitated this incident was managed

well by Security Guard [REDACTED]

This person may be known to you and should be added as a person of interest in the guard book

Kind regards Gavin

Sent from my [REDACTED]

----- Original Message -----

Subject: RE: SRES AGM [REDACTED]

Sent: 6/10/2016 4:58 PM

From: [REDACTED] <[REDACTED]@tcil.co.nz>

To: Gavin Clark <Gavin.Clark@tcil.co.nz>

Cc: [REDACTED]@t60.co.nz

[REDACTED]

Physical Address: [REDACTED]

Looks like he is quantity surveyor and may be associated with the TC3 group.

<https://opencorporates.com/companies/nz/5200921>

[REDACTED] **Papanui Ward Councillor for CCC**

September 15, 2013 · Christchurch ·

TODAY - Sunday 15th September, Speights Ale House, Bealey Ave (back room), 4pm. The TC3 Residents Group has organised to have [REDACTED] to talk on the following:

SCOPES & ASSESSMENTS - A tradesman's perspective

TOPICS:

- a. Are scopes done to professional standards?
- b. Can tradesmen successfully dispute the validity or quantum of a scope? and more.

In addition [REDACTED] (of Anthony Harper, solicitors) will provide an overview of a proposed group action against EQC that a number of concerned professionals have been working to bring together, with the goal of obtaining a declaratory judgment.

[REDACTED] Very good bloke to listen to

**From:** Gavin Clark

**Sent:** Thursday, October 6, 2016 3:44 PM

**To:** [REDACTED]

**Subject:** SRES AGM

Hi [REDACTED]

Can you check the following vehicle [REDACTED] unknown claimant from SRES came in last week agitated.

Cheers

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]  
[REDACTED]  
[REDACTED]

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82. RE: RE: SRES AGM [REDACTED]

**From:** [REDACTED]@southernresponse.co.nz  
**To:** Gavin Clark <Gavin.Clark@tcil.co.nz>, Sarah Giles <Sarah.Giles@southernresponse.co.nz>, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Victor Wells <Victor.Wells@southernresponse.co.nz>  
**Sent Date:** Oct 07, 2016 10:23:54  
**Subject:** RE: RE: SRES AGM [REDACTED]  
**Attachment:** [image001.png](#)  
[image002.jpg](#)  
[image003.gif](#)

---

Will do

[REDACTED]

**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]  
**Sent:** Friday, 7 October 2016 10:19 a.m.  
**To:** Sarah Giles; Linda Falwasser; Victor Wells; [REDACTED]  
**Subject:** RE: RE: SRES AGM [REDACTED]

Great if you could ask [REDACTED] for a photo from the footage to go with it that would assist guard personnel

Sent from my [REDACTED]

---- [REDACTED] wrote ----

Hi Gavin

His details have been entered into the security list held by guards this morning.

Regards

[REDACTED]



**From:** Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]  
**Sent:** Thursday, 6 October 2016 5:17 p.m.  
**To:** Sarah Giles; [REDACTED]; Linda Falwasser; Victor Wells  
**Subject:** FW: RE: SRES AGM [REDACTED]

Hi Sarah and [REDACTED]

Please see below details of person who came in last week agitated this incident was managed well by Security Guard [REDACTED]

This person may be known to you and should be added as a person of interest in the guard book

Kind regards Gavin

Sent from my [REDACTED]

----- Original Message -----

**Subject:** RE: SRES AGM [REDACTED]  
**Sent:** 6/10/2016 4:58 PM  
**From:** [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Cc:** [REDACTED]@t60.co.nz

[REDACTED]

Physical Address: [REDACTED]

Looks like he is quantity surveyor and may be associated with the TC3 group.

<https://opencorporates.com/companies/nz/5200921>

[REDACTED]

September 15, 2013 · Christchurch ·

TODAY - Sunday 15th September, Speights Ale House, Bealey Ave (back room), 4pm. The TC3 Residents Group has organised to have [REDACTED] to talk on the following:

SCOPES & ASSESSMENTS - A tradesman's perspective

TOPICS:

- a. Are scopes done to professional standards?
- b. Can tradesmen successfully dispute the validity or quantum of a scope? and more.

In addition [REDACTED] (of Anthony Harper, solicitors) will provide an overview of a proposed group action against EQC that a number of concerned professionals have been working to bring together, with the goal of obtaining a declaratory judgment.

[REDACTED] Very good bloke to listen to

**From:** Gavin Clark

**Sent:** Thursday, October 6, 2016 3:44 PM

**To:** [REDACTED]

**Subject:** SRES AGM

Hi [REDACTED]

Can you check the following vehicle [REDACTED] unknown claimant from SRES came in last week agitated.

Cheers

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]  
[REDACTED]  
[REDACTED]  
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83. Thompson+Clark: Southern Response Weekly Reporting 30 Sept – 06 Oct 2016

**From:** [REDACTED] <[REDACTED]@tcil.co.nz>  
**To:** Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Casey Hurren <casey.hurren@southernresponse.co.nz>  
**Cc:** SR Action Steps <[REDACTED]@t60.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <Analyst@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Oct 09, 2016 17:52:59  
**Subject:** Thompson+Clark: Southern Response Weekly Reporting 30 Sept – 06 Oct 2016  
**Attachment:** [image001.gif](#)  
[Southern Response Weekly Reporting 30Sept-06Oct 2016.pdf](#)

---

Hi Linda and Casey,

Please find attached the latest monitoring report covering 30 Sept – 06 Oct 2016

Kind regards

[REDACTED]

**Collection Manager**

/ PHONE

/ POSTAL

/ WEBSITE

[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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84. Southern Response weekly monitoring 7-13 Oct 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Oct 14, 2016 15:41:50  
**Subject:** Southern Response weekly monitoring 7-13 Oct 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 7-13 Oct 2016.pdf](#)

---

Good afternoon Linda & Casey,

Please see attached weekly monitoring report covering the period 7-13 October 2016.

Regards, [REDACTED]

[REDACTED]

**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
PO Box 301775, Albany, NSMC 0752, New Zealand

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87. \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd - Remittance Advice  
Attached

**From:** [REDACTED]@southernresponse.co.nz  
**To:** 'admin@tcil.co.nz' <admin@tcil.co.nz>  
**Sent Date:** Oct 20, 2016 16:01:31  
**Subject:** \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd -  
Remittance Advice Attached  
**Attachment:**

---

We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION





88. Southern Response weekly monitoring report 14-20 Oct 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Oct 21, 2016 13:46:42  
**Subject:** Southern Response weekly monitoring report 14-20 Oct 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 14-20 Oct 2016.pdf](#)

---

Good afternoon Linda & Casey,

Please find attached this week's monitoring report covering the period 14-20 October 2016.

A fairly busy week of reporting mainly around the SRCAs returning to the High Court.

Have a great long weekend.

Regards, [REDACTED]

[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
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89. Southern Response weekly monitoring 21-27 October 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz) <Linda.Falwasser@southernresponse.co.nz>, Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Oct 28, 2016 14:10:14  
**Subject:** Southern Response weekly monitoring 21-27 October 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 21-27 Oct 2016.pdf](#)

---

Good afternoon Linda & Casey,

Please find attached this week's monitoring report covering the period 21-27 October 2016.

A fairly quiet week with one main news story.

Regards, [REDACTED]

[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
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[REDACTED]  
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90. Residential Security Review, [REDACTED]

**From:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**To:** anna.gruczynska@southernresponse.co.nz  
<anna.gruczynska@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz [REDACTED]@t60.co.nz  
**Sent Date:** Oct 31, 2016 13:53:12  
**Subject:** Residential Security Review, [REDACTED]  
**Attachment:** [image003.jpg](#)  
[Residential Security Review - \[REDACTED\].pdf](#)

---

Hi Anna,

Please find attached the residential security review for [REDACTED] can you please forward to [REDACTED]

Many thanks Gavin

**Gavin Clark**

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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92. Invoice INV-15079 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

**From:** [REDACTED] [REDACTED] <admin@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>  
**Cc:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Nov 01, 2016 13:28:23  
**Subject:** Invoice INV-15079 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd  
**Attachment:** [image001.gif](#)  
[Invoice INV-15079.pdf](#)

---

Good afternoon Linda

Attached is invoice 15079 for services carried out by Gavin around your Annual Public Meeting on 6<sup>th</sup> and 7<sup>th</sup> October.

Please feel free to contact me if you have any queries.

Kind regards

[REDACTED]  
[REDACTED]  
**Office Manager**

/ MOBILE  
/ POSTAL  
/ WEBSITE

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93. Invoice INV-15080 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

**From:** [REDACTED] [REDACTED] <admin@tcil.co.nz>  
**To:** anna.gruczynska@southernresponse.co.nz  
<anna.gruczynska@southernresponse.co.nz>  
**Cc:** Gavin Clark <Gavin.Clark@tcil.co.nz>  
**Sent Date:** Nov 01, 2016 13:31:41  
**Subject:** Invoice INV-15080 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd  
**Attachment:** [image001.gif](#)  
[Invoice INV-15080.pdf](#)

---

Good afternoon Anna

Attached is invoice 15080 relating to the residential security review for [REDACTED] carried out in October.

Please feel free to contact me if you have any queries.

Kind regards

[REDACTED]  
[REDACTED]  
**Office Manager**

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/ WEBSITE  
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94. SR weekly monitoring report 28 Oct-3 Nov 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Nov 05, 2016 18:52:04  
**Subject:** SR weekly monitoring report 28 Oct-3 Nov 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 28 Oct-3 Nov 2016.pdf](#)

---

Good evening Linda & Casey,

Please see attached last week's monitoring report covering the period 28 October – 3 November 2016.

Two main stories this week, but no mention of direct action or protest.

Apologies for the later delivery of this report this week.

Regards, [REDACTED]

[REDACTED]

**Intelligence Analyst**

/ MOBILE  
/ PHONE  
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[REDACTED]  
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95. Southern Response weekly monitoring report 4-10 November 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Nov 13, 2016 18:23:32  
**Subject:** Southern Response weekly monitoring report 4-10 November 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 4-10 Nov 2016.pdf](#)

---

Good afternoon Linda & Casey,

Please find attached this week's monitoring report covering the period 4-10 November 2016.

A very quiet week last week.

Regards, [REDACTED]

[REDACTED]  
**Intelligence Analyst**

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[REDACTED]  
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96. SR weekly monitoring report - 11-17 November 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Nov 18, 2016 14:32:20  
**Subject:** SR weekly monitoring report - 11-17 November 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 11-17 Nov 2016.pdf](#)

---

Good afternoon Linda & Casey,

Please see attached this week's monitoring report covering the period 11-17 November 2016.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
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[REDACTED]  
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97. \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd - Remittance Advice  
Attached

**From:** [REDACTED]@southernresponse.co.nz  
**To:** 'admin@tcil.co.nz' <admin@tcil.co.nz>  
**Sent Date:** Nov 18, 2016 15:25:10  
**Subject:** \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd -  
Remittance Advice Attached  
**Attachment:**

---

We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000086083

Payment Date: 18/11/2016

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
00000000000012561	INV-15060	28/10/2016	[REDACTED]	[REDACTED]	[REDACTED]	Risk Pkge-Oct Risk Pkge-October 2016
00000000000012584	INV-15079	31/10/2016	\$5,378.59	\$5,378.59		Security rela Security related Exp-AGM 2016
00000000000012585	INV-15080	31/10/2016	[REDACTED]	[REDACTED]		Residential S Residential Security Review
Total Amount:			\$11,243.59			

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and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

101. SR weekly monitoring report 18-24 Nov 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Nov 27, 2016 19:27:33  
**Subject:** SR weekly monitoring report 18-24 Nov 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 18-24 Nov 2016.pdf](#)

---

Good evening Linda & Casey,

Please find attached this week's monitoring report which I believe is our first ever negative return!

A short lived reprieve I'm sure.

Hope you had a good weekend.

Regards, [REDACTED]

[REDACTED]

**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

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[REDACTED]

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102. SR weekly monitoring report 25 Nov-1 Dec 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Dec 02, 2016 13:22:45  
**Subject:** SR weekly monitoring report 25 Nov-1 Dec 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 25 Nov-1 Dec 2016.pdf](#)

---

Good afternoon Linda & Casey,

Please find attached this week's monitoring report covering the period 25 Nov-1 Dec 2016.

Another quiet week.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]

**Intelligence Analyst**

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103. SR weekly monitoring report 2-8 Dec 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Dec 09, 2016 21:25:08  
**Subject:** SR weekly monitoring report 2-8 Dec 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 2-8 Dec 2016.pdf](#)

---

Good evening Linda & Casey,

Please see attached this week's monitoring report covering the period 2-8 Dec 2016.

Another quiet week.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
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[REDACTED]  
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106. Southern Response weekly monitoring report 9-15 December 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,  
[REDACTED]@tcil.co.nz, Nick Thompson <Nick.Thompson@tcil.co.nz>  
**Sent Date:** Dec 18, 2016 21:00:42  
**Subject:** Southern Response weekly monitoring report 9-15 December 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 9-15 Dec 2016.pdf](#)

---

Good evening Linda & Casey,

Please find attached last week's monitoring report covering the period 9-15 December 2016.

Regards, [REDACTED]

[REDACTED]

**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]

[REDACTED]

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PROACTIVELY RELEASED BY  
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

110. \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd - Remittance Advice Attached

**From:** [REDACTED]@southernresponse.co.nz  
**To:** 'admin@tcil.co.nz' <admin@tcil.co.nz>  
**Sent Date:** Dec 20, 2016 16:53:50  
**Subject:** \*\*\*DO NOT REPLY\*\*\* Southern Response Earthquake Services Ltd - Remittance Advice Attached  
**Attachment:**

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We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000086985

Payment Date: 20/12/2016

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
Number	Description					
00000000000012795	INV-15098	30/11/2016	[REDACTED]	[REDACTED]	[REDACTED]	Risk Mngt Pkg
	Risk Mngt Pkge-Nov.2016					

Total Amount: [REDACTED]

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SOUTHERN RESPONSE ACTIVELY RELEASED BY EARTHQUAKE SERVICES LTD

111. Southern Response weekly monitoring 17-23 Dec 2016

**From:** [REDACTED] <Analyst@tcil.co.nz>  
**To:** Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)  
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren  
<Casey.Hurren@southernresponse.co.nz>  
**Cc:** [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>  
**Sent Date:** Dec 23, 2016 14:40:06  
**Subject:** Southern Response weekly monitoring 17-23 Dec 2016  
**Attachment:** [image001.jpg](#)  
[Southern Response Weekly Report 17-23 Dec 2016.pdf](#)

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Good afternoon Linda & Casey,

Please find attached this week's monitoring report covering the period 17-23 Dec 2016.

A quiet week heading into the festive season.

Compliments of the season to you both.

The next report will be 6 Jan 2017.

Regards, [REDACTED]

[REDACTED]  
**Intelligence Analyst**

/ MOBILE  
/ PHONE  
/ POSTAL  
/ WEBSITE

[REDACTED]  
[REDACTED]  
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