

18 May 2015

[REDACTED]
Spreydon
Christchurch

BY EMAIL: [REDACTED]

Dear [REDACTED]

Inappropriate correspondence with staff

Our claims handling staff at Southern Response work in an environment which at times can be difficult and stressful. Our senior leadership regularly monitors the wellbeing of staff and any instances where customer interaction becomes inappropriate.

On 20 March 2015, you emailed a staff member, [REDACTED], and used her middle name and date of birth. This is information she had not shared with you but is information that I presume, you had searched for yourself.

On 7 April 2015, AMI records indicate you contacted AMI and advised you were not satisfied with the settlement of your Out of Scope claim. You further advised that you were aware of where Ms [REDACTED] lives, who her parents and her children are and that you are prepared to "get personal" if your claim is not settled to your satisfaction.

While your intention may not have been to threaten, harass or intimidate one of our staff members that is the effect your correspondence has had. Given the nature of your correspondence with AMI Southern Response has referred the matter to the Police.

Our claims settlement staff are committed to settling your claim and we would ask that all future correspondence with Southern Response be professional and focused on this goal. Any attempts to intimidate or threaten staff will not be tolerated.

Yours faithfully

Peter Rose
Chief Executive
Southern Response Earthquake Services Ltd