

## **Dispute Resolution Agreement**

**Between:**

[                      ]  
(the homeowner)

and

[                      ]  
(the insurer/s)

**Dated:**

## Parties

This agreement is between:

- (a) \_\_\_\_\_, **(the homeowner)**;
- (b) \_\_\_\_\_, **(the insurer/s)**;

together, the **parties**.

## Background

- A. The homeowner and insurer/s have brought an insurance claim arising from the Christchurch earthquakes to the Greater Christchurch Claims Resolution Service (**GCCRS**).
- B. The homeowner and insurer/s would now like to take advantage of the GCCRS dispute resolution service to resolve the disputed claim (the dispute).
- C. The GCCRS dispute resolution service provides homeowners and insurer/s with a choice of dispute resolution processes.
- D. These processes are provided by GCCRS to the homeowner and insurer/s subject to the terms of this agreement.

### 1. The resolution processes

- 1.1 The parties agree to use GCCRS's facilitation and/or determination services as set out in the schedules 1 and 2 respectively or a combination of these processes (**the dispute resolution processes**).

### 2. Guiding Principles

- 2.1 The guiding principles of the dispute resolution processes, which will be adopted by facilitators and decision-makers, are that processes will be voluntary, independent, fair and just, prompt, and cost efficient.
- 2.2 The parties agree that they will deal with each other in good faith on all matters associated with this Agreement.

### 3. Facilitation

- 3.1 The facilitation process (**facilitation**) is outlined in schedule 1.

### 4. Determination

- 4.1 The determination process (**determination**) is outlined in schedule 2.

## 5. Choice of process

- 5.1 The parties may agree at the outset, or at any stage of the dispute resolution processes, whether to pursue facilitation [or determination] or a combination facilitation/determination process (including where the facilitator and decision-maker may be the same person).
- 5.2 The parties will record their initial election and any subsequent election and date of those elections in schedule 3.
- 5.3 The parties' participation in the dispute resolution processes is voluntary, except that when determination is elected neither party may opt out of that process, once commenced, unless agreed by both parties.

## 6. Settlement of the dispute

- 6.1 If settlement of the dispute is reached by facilitation the terms of the settlement agreement will be recorded in writing at the facilitation and signed by the parties (**the settlement agreement**).
- 6.2 If a decision is made by determination, the parties agree that the decision-maker's written decision is the settlement agreement for the purposes of this agreement.
- 6.3 A settlement agreement under this Agreement constitutes full and final settlement of the dispute between the parties.
- 6.4 The parties agree to give effect to, and implement, any settlement agreement.

## 7. Costs

- 7.1 GCCRS will meet the costs of the facilitator or decision-maker, any venue costs and other associated disbursements.
- 7.2 GCCRS will pay for the cost of expert advice from one of the GCCRS expert panels where requested by, and to assist, the decision-maker to resolve the dispute.
- 7.3 GCCRS may recover such costs incurred, as referred to in clauses 7.1 and 7.2 from the insurer/s.
- 7.4 GCCRS may, at its discretion, provide the homeowner with legal and/or expert advisor assistance where that may assist resolution of the dispute.
- 7.5 The parties agree that they will otherwise meet their own costs and expenses associated with facilitation and/or determination, including the costs associated with any expert advice and/or legal representation.
- 7.6 The decision-maker may decide the insurer/s will meet some or all of the costs incurred by the homeowner in respect of a determination where:

7.6.1 the decision-maker has reached a decision in the homeowner's favour; and/or

7.6.2 the decision-maker considers there are exceptional circumstances that justify an award of costs against the insurer/s.

## **8. Enforcement**

8.1 The homeowner or insurer/s may enforce the terms of any settlement agreement by a court proceeding. For the purposes of such a proceeding evidence of the settlement agreement may be relied on for this purpose.

## **9. Confidentiality**

9.1 Unless otherwise agreed the parties agree that all communications between the homeowner, the insurer/s and the facilitator and/or decision-maker made during facilitation and/or determination processes (including but not limited to settlement offers) are confidential. Such communications are subject to privilege for settlement negotiations under section 57 of the Evidence Act 2006 and will not be relied on or used as evidence in any court, arbitral, tribunal or other proceeding other than as set out in clause 8.1 above.

9.2 Unless otherwise agreed any settlement agreement or determination will be confidential as between the parties and their advisors.

9.3 Non-parties (including any expert advisers) will sign a confidentiality agreement before participating in a facilitation and/or determination.

## **10. Exclusion of liability**

10.1 The parties agree that they will not make any claims against the facilitator or decision-maker in connection with the facilitator or decision-maker's performance of their functions under this agreement and that the facilitator or decision-maker may rely on this clause.

## **11. Legal Advice**

11.1 The parties acknowledge that they have received independent legal advice about the effect of this agreement.

**Signatories**

**Dated** at Christchurch on

The **homeowner**

---

[Name] [Signature]

---

[Name] [Signature]

For the **insurer/s**

---

[Name] [Signature]

---

[Name] [Signature]

## Schedule One: Facilitation

---

1. Facilitation is a settlement discussion attended by the parties and a facilitator.
2. The parties will each have full authority to settle the dispute.
3. The parties may bring their lawyers, relevant experts (the parties' advisors) and a support person to the facilitation.
4. The facilitator will be neutral and impartial.
5. The facilitator will not provide legal advice, make a decision or impose an outcome on any facilitation party.
6. The facilitator will hear and encourage each party to listen to the other party's concerns and issues and proactively assist the parties in negotiating a resolution to the homeowner's claim.
7. Prior to the facilitation, the facilitator may hold a preliminary conference(s) jointly or separately with the parties (and/or their lawyers) to agree the time and venue for the facilitation, collation and presentation of any necessary documents and other matters of an administrative nature as well as any matter that will lay the foundation for a successful facilitation.
8. During the facilitation meeting/s the facilitator may speak with the parties together or individually at any time.
9. Any communications between a party and the facilitator in private shall be kept confidential by the facilitator unless authorisation to disclose is given by that party.

## Schedule Two: Determination

---

1. Determination is an informal adjudicative process attended by the parties and a decision-maker (the decision-maker). The decision-maker will, as well as taking into account the guiding principles set out in clause 2, hear from the parties and make a final binding decision about the dispute taking into account the insurance policy, general legal principles, the merits of the case and the rules of natural justice.
2. The parties may bring their lawyers and relevant experts (the parties' advisors) to the facilitation.
3. Experts will comply with the Code of Conduct for expert witnesses in Schedule 4 of the High Court Rules.
4. Unless the parties agree otherwise, the following process will apply:
  - (a) The decision-maker may make directions as to the adjudicative process to be followed as appropriate.
  - (b) The decision-maker will take an inquisitorial approach and ask for information or documents or any other material that may assist in determining the dispute.
  - (c) The decision-maker may, after consultation with the parties, engage an independent expert from one of the GCCRS panels, such as a structural or geotechnical engineer, or quantity surveyor, to assist him or her with technical issues arising in the determination. Any documentation prepared by an expert for the decision-maker will be provided to the parties.
  - (d) The decision-maker may receive and consider any evidence or material which he or she considers would assist the decision maker in determining the dispute, whether or not that information would be legally admissible in a Court.
  - (e) The parties may make brief submissions (whether at the opening or closing of the adjudication or both), present their evidence, and have their experts present their reports.
  - (f) The decision-maker may allow conferral or questioning of any party or person together or separately and before or at adjudication if he or she considers it appropriate.
5. The decision-maker will provide a written decision of the dispute including brief reasons within 28 days of adjudication.
6. The parties agree that the decision-maker is not an arbitrator. This determination process is not an arbitration for the purposes of the Arbitration Act 1996 and the law relating to arbitration will not apply to the decision-maker or the determination process under this agreement

**Schedule Three : dispute resolution process election**

---

Please tick and date elected dispute resolution process:

<b>Process</b>	<b>Election</b>	<b>Date</b>
Facilitation		
Determination		
Facilitation followed by Determination		