



## GCCRS Advisory Committee

<b>SUBJECT</b>	<b>Meeting Minutes – 08 September 2020</b>
<b>PRESENT</b>	Ingrid Bayliss (Chair), Miriam Dean (Barrister Director), Tania Williams (General Manager, Engineering NZ), Tom McBrearty (Chair, Homeowner Advisory Group), Helen McDonald (Treasury)
<b>IN ATTENDANCE</b>	Darren Wright (Director, GCCRS), Elsa Marshall (Administrator, GCCRS), Sid Miller (Chief Executive, EQC), Kate Tod (Head of Canterbury Claims, EQC)
<b>APOLOGIES</b>	James Beard (Treasury), Lucy D’Aeth (Chair, Wellbeing Advisory Group), Casey Hurren (Chief Executive, Southern Response)

### 1. Meeting Administration

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#### 1.1 Conflicts of Interest

1. No new conflicts of interest arose.

#### 1.2 Minutes and Actions

1. It was noted that previous minutes of the Advisory Committee of 07 July 2020 were circulated to members for electronic confirmation, and that publication on the GCCRS website had been done within 20 working days of the meeting date.
2. Key points and actions from the previous meeting were reviewed and acknowledged.

### 2. Operational Update

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#### 2.1 GCCRS Operational Update

1. The GCCRS August 2020 Director’s Report and Addendum was taken as read and discussed with members.
2. It was noted demand for the service remains very strong; July saw 122 new cases into the service and August had 115. Closures rates remain steady.
3. Cases in litigation were discussed; in the last 12 months only 1 case using the service remained in litigation.
4. It was noted that 7% of all incoming cases to GCCRS do not result in a case going to EQC. Of the cases that are taken to EQC only 0.9% are then declined by EQC.
5. The proportion of cases in the on-sold category continue to grow. However no major spike in cases was recorded in response to letters sent by EQC in August.
6. The GCCRS exit survey result remains positive, with a slight increase in overall satisfaction to 87%.

#### 2.2 GCCRS and Canterbury Earthquake Insurance Tribunal (CEIT)

1. The engagement letter for homeowners requesting assistance from the GCCRS in the CEIT has been completed.
2. The annual report from the CEIT will be published shortly. There have been 119 cases to date; only 3 cases have been opened in the last 3 months.
3. It was noted that the CEIT intends to focus on settlement conferences.
4. It was noted a single issue may be brought to the CEIT.

### **2.3 Future of GCCRS**

1. The future of GCCRS was discussed with the members, noting that GCCRS's current mandate has an end date yet incoming cases continue to rise.

### **2.4 GCCRS Wellbeing Update**

1. The GCCRS Staff Wellbeing service has launched. Most staff have completed at least one group session and one individual session. An increase in the wellbeing data collected by MBIE has been noted since the launch of the service.
2. Pathways service is available to homeowners and other groups involved with the GCCRS.

## **3. Treasury Update**

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### **3.1 Treasury Update**

1. The Treasury quarterly report, June 2020, was taken as read and discussed with the members.
2. It was noted at the end of the quarter just over 2100 claims remained unresolved. Of the unresolved claims with private insurers, 70% have a clear path to settlement.
3. The impact of the accepted recommendations from the Public Enquiry into the Earthquake Commission were discussed.

## **4. Advisory Group Updates**

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### **4.1. Homeowner Advisory Group Update**

1. An update on the group was provided to members.

### **4.2. Legal Advisory Group Update**

1. Chair of the CEIT, Chris Somerville, attended the latest Legal Advisory Group Meeting to discuss the Tribunal with the members.
2. The first IDRS determination has gone to hearing; a decision was delivered within two weeks.
3. It was noted settlements in IDRS Facilitations are trending upwards.

### **4.3. Engineering Advisory Group Update**

1. The impact Covid-19 is having on the service was discussed.
2. The ENZ opinion piece is on track.

## **5. Meeting wrap up**

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### **5.1 Review of Agenda**

1. The 2 year anniversary of the GCCRS and CEIT will be in October 2020. There was discussion about creating a communications plan to recognize these milestones and increase awareness of the Service.
2. The next Advisory Committee Meeting date was agreed for **Tuesday 8 December 2020**.

**The meeting closed at 2.15pm**