



DECEMBER 2016

As the year draws to a close, we'd like to wish you a safe and happy holiday season and thank you for working with us throughout 2016.

In this edition of *Keeping in touch*, we introduce our new claim settlement process guides for repair and rebuild claims. These short and simple guides can now be found on our website and at our offices. Please take some time to familiarise yourself with the latest information on our processes.

Our office hours for the holiday period are listed below, along with a reminder about visiting sites during this time.

We also have a new addition to our online video library as we follow the Dann family of Lyttelton through their rebuild process with their Claims Specialist.

For customers interested in getting external advice on their claim, details on the Insurance and Financial Services Ombudsman (IFSO) are included in this update. The IFSO offers free, independent support and advice for insurance customers.

If you have any questions, please do not hesitate to **contact your Claims Specialist or any of our team.**

We hope you and your family have a happy Christmas, and we look forward to

working with you in the New Year.

Kind regards,



Anthony Honeybone
General Manager - Claims Settlement

New claim settlement guides



On our website you'll find user-friendly guides to the process of settling your claim with us - one for **repair claims** and one for **rebuild claims**.

Please take some time to familiarise yourself with our process outline. By gaining an understanding of this process, and what to do, you will achieve a timely settlement of your claim.

As we move through the process we will be sharing reports and recommendations from our technical experts with you, which will help keep you informed about the settlement of your claim.

It is important to note that there are specific timeframes for each step to achieve a settlement outcome, which your Claims Specialist can discuss with you as you plan the way forward.

Click to view the settlement guides for [repair claims](#) or [rebuild claims](#).



Holiday hours

The Southern Response office and call centre will be closed from Saturday 24th December - Tuesday 3rd January (inclusive).

The office will reopen on Wednesday 4th January.

Please feel free to contact us on the dates we are open over the holiday period. Your regular contact person may be away, however we will have a team of staff available and as always, we'll assist you as best we can.

In the unfortunate event of an emergency over the holiday period (for example, an earthquake event) please contact your current insurer in the first instance.



Site safety over the holidays

Just a reminder that if you plan to visit your home while construction is underway, including over the holiday

period, as per the normal process you will need to gain your builder's permission first.

Often builders will cease work on site over the holiday period, so check with your builder regarding the specifics for your site.

Our Health & Safety page contains all the key information, along with a handy video to help prepare you for your visit. [Click here](#) to visit the page and find out more.

The Dann family journey

Our online video library has been updated to include the Dann family, as we follow the rebuild of their home in Lyttelton. Covering their claim settlement process so far, with input from their Claims Specialist, watch their journey unfold.



[Click here](#) to view this video, and others, in our online library.

Support from the IFSO

The Insurance & Financial Services Ombudsman Scheme (IFSO) resolves complaints about insurance & financial services.

IFSO provides an independent and free service for thousands of customers of financial service providers.

Each year the IFSO Scheme responds to over 3,000 complaint enquiries and resolves about 300 formal complaints.

[Click here](#) to find out more or contact the IFSO.



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