



JUNE 2016

Let's get you home

Whether your claim is newly over cap and you've just joined us or you're well into the settlement process or in construction, you may have questions.

Whatever stage you're at, our team is here to help support you all the way through, discuss your options and answer any questions you may have.

More than 5,870 customers have moved forward and settled their over-cap house claims with us, by either having their repair or rebuild managed by Southern Response & Arrow International or by cash settlement. We're here to help you achieve this, too.

This month's newsletter features:

- An introduction to our Customer Support Team, who specialise in helping customers who require some extra support to navigate the settlement process
- The final instalment of the video series following Mary and Malcolm's home repair
- More details on the independent facilitation service Breakthrough

- MBE's recent announcement on their guidelines

If you have any questions, please don't hesitate to **contact** your Claims Specialist or any of our team members.

Kind regards,



Darrell Hansen, Operations Manager



Additional customer support

Our Customer Support Team is dedicated to helping customers that require some extra support throughout the claim process.

The team understands that each customer and claim is unique, and requires time and care.

Norman's story

Elderly customer Norman has worked closely with team member Judy. Due to his age and limited family presence, Norman needed some extra support and reassurance to work through the process of having his home repaired. Judy involved Age Concern and coordinated communication to work alongside them, according to Norman's needs.

During her regular visits, Judy has been able to support Norman through the process at his own pace, provide clarity and reduce stress. Support for Norman has meant help with practical tasks such as filling out and delivering the necessary paperwork, assistance with his application for temporary accommodation funding and coordinating appointments for him alongside his health care providers.

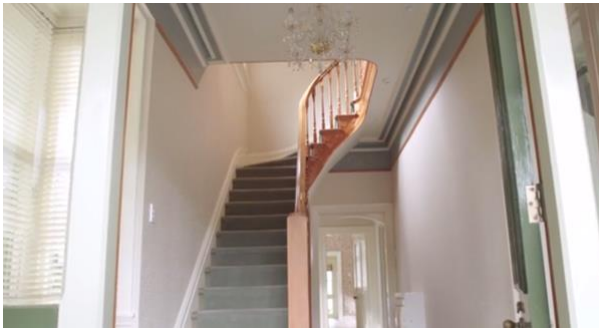
As Norman's restricted mobility means he can't visit his home while it's being repaired, Judy regularly updates a special folder for him with site visit photos and details of the repair work. This makes sure Norman knows what's happening and feels comfortable that he's still being involved in the process despite the obstacles.

Find out more

If you would like to know more about what support the team may be able to provide for you or somebody you know, please [call us or email the team](#). You can find contact details and read more about this team on our website by [clicking here](#).

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Mary and Malcolm's repair reaches completion



Mary and Malcolm's much-loved character home has now been fully restored in our repair program. Here, in the final video of the series, we take a look back at their journey and they talk about the highs and lows of the process for them.

[Click here](#) to visit our online video library, where you can view this one and many others.

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Breakthrough Services - independent facilitation

Breakthrough Facilitation is designed to support homeowners who want a constructive, independently facilitated conversation with their insurer. The service has been operating with Southern Response and customers for more than a year (originally under the CanCERN banner), and every customer involved has made progress.



If you are feeling stuck anywhere in the claim settlement process and are concerned you're not making progress with our Southern Response team, we encourage you to make the most of this free service.

If you're interested, please contact **Marcus Irvine** from Breakthrough Facilitation directly on **027 304 8092**.

To find out more and to see video interviews with others who have used Breakthrough Facilitation, please [click here](#).



MBIE guidelines recap



We've received some questions lately around what the Ministry of Business, Innovation and Employment (MBIE) guidelines mean.

MBIE recently issued a statement on this, which should help provide some clarity.

You can find the statement, along with other information, on their website by [clicking here](#).



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