



## Consent Form

This form seeks your authorisation for the Greater Christchurch Claims Resolution Service (GCCRS) to collect, use and disclose information, including personal information, for the purpose of supporting you in the management and resolution of your outstanding or potential insurance claim(s) in the Greater Christchurch area related to the Christchurch earthquake sequence ("GCCRS purposes"). It includes authorisation for the transfer of your existing Residential Advisory Service cases (if applicable to you).

This form should be completed by all of the people named in any insurance policies held for the property. If you are seeking advice for more than one property, please complete a separate form for each property.

You may wish to keep a copy of this form for your records.

Please return the completed form by scanning and emailing to [contact@gccrs.govt.nz](mailto:contact@gccrs.govt.nz) or post it to:

Attn: GCCRS

161 Cashel Street

Christchurch Central 8011

**If you would like help completing this form, you can call us on 0508 624 327.**

### YOUR NAME AND CONTACT DETAILS

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If you need to include more than two policy owners or contact persons, please include the additional contact details of each owner or contact person at the bottom of this form, or if necessary on a separate page attached to this form.

Name\*:

Postal address\*:

Email address\*:

Phone number(s)\*:

Preferred method of contact – please tick your preference:  email  post  phone

### CLAIM DETAILS

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Address of the affected property\*:

Legal owner/s of the affected property\*:

Insurance company/ies at the time of the event (if any)\*:

Insurer claim/ policy No(s):

EQC Claim Number(s):

Did you own the property at the time of the event?\*: Yes / No

If not owned at the time, do you have a Deed of Assignment?\* Yes / No / Don't know

\* required information

## IMPORTANT INFORMATION

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### Collection and use of information

To assist and support you in the management and resolution of your insurance claim(s) relating to the above property, GCCRS needs your authorisation to request information about you and your property from, and share information with, relevant parties. Your information will only be collected from or disclosed to these parties for GCCRS purposes.

These parties may include:

- the Residential Advisory Service,
- EQC,
- Southern Response,
- your private insurance company (if any),
- Christchurch City Council; and
- other government agencies or third parties.

The information collected by GCCRS will be used by its staff or authorised agents for GCCRS purposes to the extent that it relates to your insurance claims and the rebuilding or repair process.

If you do not provide authorisation, GCCRS may not be able to assist you in the management and resolution of your insurance claim(s).

### Access to your information

You have the right to obtain confirmation of whether or not GCCRS holds your personal information, and to access and correct that information. You are entitled to ask for information about the relevant parties that GCCRS has collected information from. If you would like more information about how we collect, use and share your information, and the terms of the GCCRS, please visit: [www.gccrs.govt.nz](http://www.gccrs.govt.nz) or contact us at 0508 624 327.

## YOUR CONSENT

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I/we authorise GCCRS to collect, use and disclose information as described in this form.

I/we consent to transfer of our RAS cases and information collected by RAS to GCCRS.

## SIGNATURES

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This form needs to be signed by or on behalf of all policy holders for the above property.

By signing this form, I/we confirm that I/we am/are the policy holder(s) for the above property.

- If all of the policy holders are not filling out this form, then please confirm that you are authorised to complete this form on behalf of all other policy holder(s)  
Yes / No

If there are more than two policy holders wanting to include their details then please provide names, signatures and dates of signing on a separate page and attach it to this form.

Signed:

Signed:

Name:

Name:

Date:

Date:

# GCCRS offering

## THE GCCRS SERVICE

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The Greater Christchurch Claims Resolution Service (GCCRS) provides advice and access to range of services to assist with finalising your insurance claim.

## THE GCCRS CASE MANAGERS

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At the heart of the service are the GCCRS case managers. The role of the case manager is to assist people to navigate the process of resolving their insurance claim. Your case manager can obtain important documents from your insurers promptly as well as information on the status and progress of your claim. They can connect you with relevant services and expertise and help you to identify the areas to focus on and possible pathways to resolve your claim.

The pathway you choose is up to you – the role of the case manager is to explain the options to you and guide you through the process.

## LEGAL AND TECHNICAL ADVICE

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The GCCRS has partnered with Engineering New Zealand and Christchurch Community Law to make legal and technical advice available to home owners.

These experts will be engaged by you directly although in most cases the costs will be met by the GCCRS. Any potential costs will be discussed with you before they are incurred.

## ACCESS TO LEGAL ADVICE

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The GCCRS has partnered with Christchurch Community Law to assist homeowners with access to legal advice. These lawyers will be engaged by you directly. Your lawyer will explain to you what costs are covered, and will not incur any other cost without your permission.

Your lawyer will give you advice things like:

- Interpretation of your policy;
- What further information you should receive from your insurer, or technical experts;
- The terms and effect of accepting an “out of policy” settlement offer;
- The terms of the GCCRS dispute resolution agreement;
- All your options for resolving the dispute.

The advice you receive from your lawyer is advice to you, and the GCCRS will not receive a copy of this advice without your permission.

You can use your own lawyer, although the costs will not be met by the GCCRS.

## INTERNAL DISPUTE RESOLUTION SERVICE

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The GCCRS provides two different options for resolving disputes relating to claims. Participation is optional for both the homeowner and the insurer.

The options available include:

- Facilitation is a voluntary process where the parties meet with an independent third party and attempt to reach an agreed settlement. If a settlement is reached this will be recorded in a contract. GCCRS will pay for the facilitation.
- Determination is a voluntary process where the parties agree to appoint an experienced, independent, decision-maker to make a decision on the insurance entitlement. This decision is final and binding and will only be suitable for certain claims.

Taking part in Facilitation will not prevent a homeowner from taking part in Determination.

The GCCRS provides access to a lawyer to explain the different options, at no cost. GCCRS requires your solicitor to confirm that they have explained the legal effects of these options to you. GCCRS will retain a copy of the dispute resolution agreement and will record whether or not the matter has settled, but otherwise will not participate in either dispute resolution process.

## **OTHER DISPUTE RESOLUTION OPTIONS**

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GCCRS can assist with obtaining information about other dispute resolution options that are available to homeowners, such as the courts and other alternative dispute resolution options.