



COVERSHEET

Minister	Hon Dr Duncan Webb	Portfolio	Commerce and Consumer Affairs
Title of Cabinet paper	Fast-tracked launch of the New Zealand Claims Resolution Service	Date to be published	13 April 2023

List of documents that have been proactively released

Date	Title	Author
January 2023	Fast-tracked launch of the New Zealand Claims Resolution Service	Office of the Minister of Commerce and Consumer Affairs
31 January 2023	Fast-tracked Launch of the New Zealand Claims Resolution Service CAB-23-MIN-0010 Minute	Cabinet Office

Information redacted

YES

Any information redacted in this document is redacted in accordance with MBIE's policy on Proactive Release and is labelled with the reason for redaction. This may include information that would be redacted if this information was requested under the Official Information Act 1982. Where this is the case, the reasons for withholding information are listed below. Where information has been withheld, no public interest has been identified that would outweigh the reasons for withholding it.

Some information has been withheld for the reason of Confidential advice to Government.



Cabinet

Minute of Decision

This document contains information for the New Zealand Cabinet. It must be treated in confidence and handled in accordance with any security classification, or other endorsement. The information can only be released, including under the Official Information Act 1982, by persons with the appropriate authority.

Fast-tracked Launch of the New Zealand Claims Resolution Service

Portfolio **Commerce and Consumer Affairs**

On 31 January 2023, Cabinet:

- 1 **noted** that in August 2022, the Cabinet Economic Development Committee:
 - 1.1 agreed to establish the New Zealand Claims Resolution Service (NZCRS) as a standing national mechanism to provide support to homeowners with a Toka Tū Ake Earthquake Commission and/or private insurance claim against a residential property that has been damaged by any natural disaster event;
 - 1.2 agreed that the NZCRS will replace the existing Greater Christchurch Claims Resolution Service (GCCRS) and the Residential Advisory Service (RAS) as a single permanent national service, with current GCCRS and RAS claimants being transferred;
 - 1.3 agreed to fund the establishment and initial operation of the NZCRS during the 2022/23 financial year by reprioritising the \$4.000 million of funding agreed through Budget 2022 for the Insurance Claims Resolution initiative (which provides one year of funding for RAS and GCCRS);
 - 1.4 noted that the NZCRS would provide early resolution, advisory and case management support services in the first instance, with bespoke resolution services to be added once further policy work has been completed;

[DEV-22-MIN-0199]

- 2 **noted** that the Minister of Commerce and Consumer Affairs (the Minister) intends to fast-track the launch of the service to mid-February 2023 in order to ensure that it can support homeowner insurance claims arising out of the Auckland flooding event;
- 3 **noted** that the Minister submitted an initiative for Budget 2023 for ongoing funding for the NZCRS for 2023/24 and outyears;
- 4 **agreed** to an early confirmation of the scaled Budget 2023 NZCRS initiative and funding to support the fast-tracked launch of the NZCRS;

- 5 **authorised** the Minister of Finance and Minister of Commerce and Consumer Affairs to have power to act to finalise the financial recommendations required to implement the policy decisions above;
- 6 **noted** that the Minister of Commerce and Consumer Affairs will announce the decision in paragraph 4 above ahead of Budget 2023 announcements;
- 7 **noted** that if demand for NZCRS support during the current Budget year is significant, additional funding would be required for the NZCRS to scale-up resources and support services to meet demand above its baseline level.

Rachel Hayward
Secretary of the Cabinet