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4 July 2017

The Editor
Christchurch Press
CHRISTCHURCH

EQC WORK RESOLUTIONS

1. In response to the letter by Trish Keith – EQC Customer and Claims General Manager, my experience to the contrary.
2. It is quite misleading for EQC to rely on the number of people contacting EQC to measure the extent of botched repairs. Almost all of the people who contact me have not even approached EQC yet. They have simply found out that their repairs were botched by EQC. And anecdotal research indicates that there are at least hundreds if not thousands of severely botched foundation repairs that have not yet been reported to EQC.
3. The suggestion by Ms Keith that “getting the best outcomes for customers” is central to EQC’s work is just meaningless flannel. If EQC was truly committed to getting the best outcomes for its customers, it would not have left Georgia Scott and Mike Rogers (whose plight has been in the media recently) high and dry and homeless after admitting causing their substantial losses through EQC’s own default.

Yours faithfully
Shine Lawyers NZ Limited

A handwritten signature in black ink, appearing to read "Andrew Hooker", written in a cursive style.

Andrew Hooker
Managing Director