

# Merry Xmas, Happy New Year and thank you to all our wonderful customers. From all of us at Earthquake Services and Claims Resolution Service.

**THANK YOU** to the more than 1000 Canterbury homeowners who trusted us to help you get fair treatment from EQC or your insurer. We believe in people helping people and our practical, down to earth approach over the last nine years has helped more Canterbury homeowners than all the lawyers put together. We've copped our share of publicity over the last 9 years. A lot of it motivated by EQC and Insurers to try to stop us in our tracks, but we've weathered the storm and never gave up fighting for homeowners.

When I started this business, I envisaged it would go for no more than 3 years and all claims would be settled. Now we are about to start our 10th year and some people are still battling. But I can see there is now light at the end of the tunnel and our reason for existing is coming to an end. I am announcing today that by December 2020, we will hopefully close our doors forever. I've set out our next 12 months plan below.

**THANK YOU** to the Labour Government for your fresh approach to settling Canterbury earthquake claims, starting to pay realistic costs for proper repairs and setting up the Greater Christchurch Claims Resolution Service. These have been game changers for Canterbury homeowners stuck in insurance limbo-land. We are particularly proud that the Government borrowed our name to use, Claims Resolution Service and have emulated parts of our system. This should have been the system from the start, then services like ours would not have been necessary. However, the previous Government prioritised reducing repair costs, but as I predicted, that was false economy. If they had fixed homes right the first time we would not see the hundreds of millions being poured into re-repairs. And we would have avoided all the stress Cantabrians have been suffering over such a long time.

## THE JOHN CAMPBELL – GRANT CAMERON PROMOTED CLASS ACTION AGAINST US.

As most of you know I have declared this disgraceful attempt by one of our competitors, Grant Cameron of GCA lawyers, to bring us down an **UNMITIGATED FAILURE**. Not only does it appear that Grant Cameron lied to the Press that he had 17 clients "ready to go" in September 2018. It also appears that he may have lied to John Campbell, because he repeated the same number of our clients to John on his Sunday program in March 2019. I'm speculating here, but I believe Grant Cameron still only has 17 ex-clients and only 5 owe us money, the rest are hoping for a windfall that's never coming. If Grant Cameron didn't lie to John Campbell, that means the hundreds of thousands, possibly millions of dollars TV1 spent on John's grand investigative expose didn't attract even one new customer. I suspect Grant Cameron is going to have great difficulty in future getting any media outlet to believe his outlandish claims.

I suspect GCA will now be desperately trying to settle with us, they won't want this farce to go in front of a Judge. We are standing firm. We are happy to run this case until its ultimate conclusion. We won't be negotiating any settlement that allows any of the few class action clients to get one cent. We will treat them the same as any client that thinks they should not have to pay for the work we did to get their great settlements, we will sue, no exceptions, no matter how long it takes or what it costs. I suggest if anyone thinks they shouldn't have to pay us, go see Grant Cameron from GCA Lawyers, their allegations against us never change and I'm sure Grant will happily take your money.

## THANKS AGAIN FOR YOUR SUPPORT

We have to thank our thousands of loyal families for believing in us and knowing that what GCA, The Press and John Campbell tried to do to us was self-promotion and attack journalism at its worst. We've had so many messages of support it was truly comforting. Like this one from one of our valued clients:

*"Hi Bryan,*

*Sounds like things have gotten a little crazy over there, keep on top of it as it seems to me it looks like a stupid and ridiculous witch hunt that is unbacked by any real evidence.*

*Really disappointed with John Campbell as he has fallen for the rubbish or worse, simply gone for some ratings boost thinking he has a sensational story. Lets hope he is good at apologizing!*

*Anyway, good luck and stay the course with it all"*

I do not know of any business that has a **customer satisfaction rating of 99.09%**, but according to speculation by Grant Cameron, **we do**. I thank you all for your support.

## OUR JOB IS ALMOST DONE

The Government's Greater Christchurch Claims Resolution Service (GCCRS) and EQC are making all the right noises that they are going to settle claims based on actual repairs for homeowners. If they do as they say, it is time for us to bow out gracefully. So, we have decided we will not take on any new clients for the foreseeable future. But we are not going anywhere, we'll stay around as long as it takes to settle our remaining 100 or so clients and to monitor the performance of the GCCRS, EQC and others remaining in the claim resolution business and to provide free support for those who need it.

## THE NEXT 12 MONTHS UNTIL DECEMBER 2020 FOR EARTHQUAKE SERVICES AND CLAIMS RESOLUTION SERVICE.

### WHAT WE WILL BE DOING

- We will be offering a free referral service. \*
- We will be providing free advice or second opinions to anyone that needs it.
- We will be working hard to get great settlements for our remaining few clients.
- We will stay open until at least December 2020.
- We will continue to fight the unjust Class Action.
- We will continue to fight in Court any clients that feel they shouldn't have to pay for our litigation funding and advocacy service.

### WHAT WE WILL NOT BE DOING

- We won't be taking on any new clients.
- We won't be funding any new claims.
- We won't be visiting any new clients' homes to look at damage.

### OUR FREE REFERRAL SERVICE

As most people are still unsure if they can trust GCCRS, EQC or their insurer, we are not going to abandon Canterbury. We are going to work diligently for the next 12 months for free, just to make sure everyone does what they promise.

### Our FREE referral service will work like this:

- You bring us all your paperwork, reports and photos.
- We will put them in order, review and copy them.
- We will store a copy of your paperwork on our hard drive if you wish, at no charge. Should you have any questions as you go through the journey, if we have a copy it will make it easier for you.
- After reviewing your claim, we will direct you to the most appropriate service provider such as GCCRS or directly to a lawyer not working for the Insurer.
- We will also direct you to other services we know you can trust to do what is right by you, such as engineers, builders and quantity surveyors.
- You will be able to call us anytime for a second opinion or to ask any questions and if we can help, we will.
- Sorry we won't be visiting your property, you need to come to us.



NB: We will not accept any fee, commission or kickback of any kind for this free service.

\* Terms and conditions apply

12 December 2019.

Best wishes from all of us to all of you.

Bryan Staples and our entire team.



# EARTHQUAKE SERVICES