

Supernews

Trustee Annual report

Some Members upon receiving their 2006 Trustee Annual Report were naturally very disappointed to find that some personal details contained in their Member Statement were disclosed to other persons who were not entitled to receive those details.

Naturally the Trustees were also very disappointed to find that this had occurred. The Trustees had taken particular care when organising their printing requirements with scheme Administrator, Jacques Martin, to ensure that the Member Statements were printed to exacting standards to ensure when the Member Statement was folded that no personal information was revealed. They also had a Contract with their mail-out Contractors, Moore Gallagher, which had very exacting requirements with regard to folding the Member Statements that when carried out exactly ensured that no personal details were disclosed to those persons who were not entitled to see that information.

The situation whereby Member Statements had been accurately folded into three and placed on top of the Trustee Annual Report had been carried out since 1995 by the same Administrators and Moore Gallagher. Jacques Martin had printed the Member Statements to the required standard and a sample was checked by the scheme

Secretary prior to being delivered for posting by Moore Gallagher. That sample was exactly in accordance with the Trustee's requirements.

Unfortunately the folding at Moore Gallagher on Monday 03 July 2006 was shoddy and did not meet the requirements set out in the Contract and thus a number of member Statements disclosed personal information.

The situation became immediately obvious once several members called the scheme. Moore Gallagher were immediately advised of the problem and advised a meeting would need to be held between the parties to resolve the matter. In such a situation there is no ability to stop the process and start again. The mail has already been posted. The only opportunity is to seek compensation and to put procedures in place to ensure the problem does not recur.

A meeting was held with Moore Gallagher on 13 July 2006 following a letter having been sent to them on 07 July 2006. Agreement on compensation was reached at that meeting and a personal apology was made to the Trustees. Both these matters are contained in the Moore Gallagher letter of 13 July 2006, which is copied on the back page of this Supernews.

The Trustees extend their apologies to those Members

who were affected by the disclosure of personal information on this occasion. They also wish to record that such circumstances will never occur again as procedures will be changed to ensure that only the name and address contained on Member Statements are visible.

Lost souls

If any member knows the present whereabouts of Christopher Crowe, formerly of the Napier Brigade, Elizabeth Lawton, formerly of the Wellington Brigade, Jeremy Roelants, formerly of the Auckland Brigade, or Tai-Anne Te Muunu, formerly of the Invercargill Brigade, could you please ask them to contact the scheme at any of the addresses set out on the top of this page. Thank you !



BARRY DENT
SCHEME SECRETARY

MOORE Gallagher

13 July 2006

Mr. Barry Dent
New Zealand Fire Service
Superannuation Scheme
P O Box 36-287
Christchurch

Dear Barry

Thank you for your letter and phone call bringing to our attention your disappointment in the service provided by Moore Gallagher in relation to the mail-out of the your Trustees Annual Report.

I offer my sincerest apologies for the inconvenience and time that has been wasted in responding to the complaints from the recipients of the offending packs.

The issue has been escalated to the Southern Regional Manager and appropriate action has been taken to insure this does not happen again.

I would like to suggest that in future the statements be folded and inserted into window envelopes to insure total confidentiality.

May I reiterate my apologies and offer a full credit on the mail-out

Yours Sincerely



Rayleen Jelfs
Moore Gallagher