

From: Official Information  
To: Official Information  
Cc: Official Information  
Subject: Final response - LGDIMA 437280 - Personal injury policy  
Date: Tuesday, 19 November 2024 8:45:12 am  
Attachments: image001.jpg  
image002.jpg  
image003.jpg  
image004.jpg

Kia ora,

We refer to your information request below. Hamilton City Council provides the following response.

**Your request:**

Could you please confirm any insurance policy and numbers that you may have with Hamilton city council?  
I am wanting to file a claim for personal injury against the Hamilton city council and wanting to know the process to do so?  
I appreciate your assistance in this matter.

**Our response:**

Hamilton City Council holds insurance for General Liability. The policy number is 47-ZCA-306390-06. Hamilton City Council holds no liability for personal injury that is covered by ACC. Council is therefore unable to insure against or provide compensation in relation to such claims.

If you wish to make a claim against Hamilton City Council the process is to provide full details outlining your claim directly to us. This can be done by email to [insurance@hcc.govt.nz](mailto:insurance@hcc.govt.nz) or in writing to Private Bag 3010, Hamilton, 3204.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

**Ngaa mihi**

**Keeley Faulkner**

Official Information Advisor & Legal Support Officer

Legal services

Governance & Assurance Team | Partnerships, communication & Maori

Email: [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)



Hamilton City Council | Private Bag 3010 | Hamilton 3240 | [www.hamilton.govt.nz](http://www.hamilton.govt.nz)

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I support flexibility at work. While it suits me to send this email now, I don't expect a response outside of your own working hours.

From: [REDACTED]

Sent: Wednesday, October 30, 2024 2:30 PM

To: Insurance <[insurance@hcc.govt.nz](mailto:insurance@hcc.govt.nz)> [REDACTED]

Subject: Re: Hamilton City Council

Hello,

Thank you and I look forward to your assistance in this matter.

In good faith

Attorney for the private trust

On 30/10/2024 1:38 pm, Insurance wrote:

Good afternoon,

We have passed your request through to our Official Information team and they will be in touch in due course.

Kind regards,

Insurance Team

Hamilton City Council



Hamilton City Council | 260 Anglesea St | Hamilton 3240 | [www.hamilton.govt.nz](http://www.hamilton.govt.nz)

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From: [REDACTED]

Sent: Tuesday, October 29, 2024 5:28 PM

To: [REDACTED]

Subject: Re: FW: Hamilton City Council

**ALERT:** This message originated outside of Aon's network. **BE CAUTIOUS** before clicking any link or attachment.

Hello,

If Hamilton City Council obfuscate this process, what are my options please?

I do not have much faith in this process

In good faith

[REDACTED]

On 29/10/2024 5:13 pm, [REDACTED] wrote:

Hi

Your e-mail below to QBE Insurance has been referred to me. Aon is the insurance broker for Hamilton City Council.

We are unable to release any details of the Council's insurance programme or policy numbers, as you have requested.

If you wish to file a claim again the Hamilton City Council, you will need to write to the Council directly outlining the circumstances and details of your claim.

Regards,

[REDACTED]

Account Manager

[REDACTED]

[info@hcc.govt.nz](mailto:info@hcc.govt.nz)

Aon New Zealand

Aon House

Cnr Tristram & Thackeray Streets

Hamilton Central

Hamilton 3240

-----Original Message-----

From: [REDACTED]

Sent: Wednesday, 23 October 2024 10:44 pm

To: Claims Personal Line <[NZclaims@qbe.co.nz](mailto:NZclaims@qbe.co.nz)>

Subject: Hamilton city council

This email was sent from someone outside of QBE. Be cautious opening links and attachments. Use the 'Report Phishing' button if suspicious.

Hello,

Could you please confirm any insurance policy and numbers that you may have with Hamilton city council?

I am wanting to file a claim for personal injury against the Hamilton city council and wanting to know the process to do so?

I appreciate your assistance in this matter

in good faith

Attorney for private trust

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