

## CHRONOLOGY

Date	Insurer	Requirement / Correspondence	Return date
Friday, 2 September 2011	CGU & NRMA	Requirements to provide statements on behalf of CGU and NRMA issued to Mr Michael Wilkins (sent by email 6:33pm)  <b>(First Requirement)</b>	COB, Friday, 9 September 2011
Monday, 5 September 2011	CGU & NRMA	Correspondence sent clarifying aspects of the Requirements issued on 2 September 2011	
Thursday, 8 September 2011	CGU & NRMA	Request for extension to provide statements in response to Requirements issued on 2 September 2011 (received by email at 5:23 pm, following earlier telephone discussion) by close of business, Friday, 16 September 2011	
Thursday, 8 September 2011	NRMA	Correspondence foreshadowing Requirement to provide a statement regarding policyholder Mr Kevin Dawber, returnable 12 noon, Wednesday, 14 September 2011 (sent by email 5:55pm)	
Thursday, 8 September 2011	CGU	Correspondence foreshadowing Requirement to provide statement regarding policyholder Ms Judith Dobrowa, returnable 12 noon, Wednesday, 14 September 2011 (sent by email 6:01pm)	
Friday, 9 September 2011	CGU & NRMA	Response by telephone to request received 8 September 2011– extension granted to 12 noon, Friday, 16 September 2011. Confirmed by email at 3:22pm.  Email also foreshadowed correspondence would be sent about policyholders Ms Sharron Campbell, Mr Nemo Acimovic, Ms Lynn Doyle, Ms Sally Doyle	<u>Revised return date:</u> 12 noon, Friday, 16 September 2011
Friday, 9 September 2011	NRMA	Requirement issued to Mr Andy Cornish to provide a statement regarding policyholder Campbell (sent by email 4.08pm)  <b>(Second Requirement)</b>	4pm, Thursday, 15 September 2011
Friday, 9 September 2011	CGU	Requirement issued to Mr Peter Harmer for statement regarding policyholder Dobrowa (referring to correspondence sent	12 noon, Wednesday, 14 September 2011

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		8 September 2011) (sent by email 4:41pm) <b>(Third Requirement)</b>	
Friday, 9 September 2011	NRMA	Requirement issued to Mr Cornish for statement regarding policyholder Dawber (referring to correspondence sent 8 September 2011) (sent by email 4:42pm) <b>(Fourth Requirement)</b>	12 noon, Wednesday, 14 September 2011
Friday, 9 September 2011	CGU &NRMA	Email sent 7:06pm advising that Commission will issue addendum Requirement to First Requirement on Monday, 12 September 2011. Email advised topics to be included in Requirement.  Email also advised that Commission anticipated sending Requirements on Monday, 12 September regarding policyholders Ms Lynn Doyle and Ms Sally Doyle in similar terms to previous correspondence	
Friday, 9 September 2011	CGU & NRMA	Requirements to Mr Cornish and Mr Harmer for statistical information (sent by email 7:10pm) <b>(Fifth Requirement)</b>	4pm, Friday, 29 September 2011
Monday, 12 September 2011	NRMA	Further Requirement issued to Mr Cornish regarding policyholder Dawber (sent by mail 11:39am) <b>(Sixth Requirement)</b>	3pm, Monday, 12 September 2011
Monday, 12 September 2011	NRMA	Response to <b>Sixth Requirement</b> , received by email 1:43pm	
Monday, 12 September 2011	CGU	Requirement issued to Mr Harmer regarding policyholder Ms Lynn Doyle (sent by email 2:40pm) <b>(Seventh Requirement)</b>	4pm, Thursday, 15 September 2011
Monday, 12 September 2011,	NRMA	Requirement issued to Mr Cornish regarding policyholder Acimovic (sent by email 4:32 pm)	4pm, Thursday, 15 September 2011

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		<b>(Eighth Requirement)</b>	
Monday, 12 September 2011	CGU & NRMA	<b>Addendum Requirements to First Requirement</b> issued to Mr Harmer and Mr Cornish in terms of email sent on Friday, 9 September 2011  <b>(Ninth Requirement)</b>	12 noon, Friday, 16 September 2011
Wednesday, 14 September 2011	CGU & NRMA	Request for extension to provide statements in response to <b>Second, Third, Fourth, Seventh and Eighth Requirements</b> by COB, Friday, 23 September 2011 (received by email 10:39am)	
Wednesday, 14 September 2011	CGU & NRMA	Response to request received at 10:39am (sent by email 1:30pm). Extensions granted as follows: <ul style="list-style-type: none"> <li>▪ <b>Second Requirement</b> – 12 noon, Friday, 16 September 2011</li> <li>▪ <b>Third Requirement</b> – 12 noon, Friday, 16 September 2011</li> <li>▪ <b>Fourth Requirement</b> – 12 noon, Friday, 16 September 2011</li> <li>▪ <b>Seventh Requirement</b> – 4pm, Monday, 19 September 2011</li> <li>▪ <b>Eighth Requirement</b> – 4pm, Monday, 19 September 2011</li> </ul>	<u>Revised return dates</u>  Second Requirement – 12 noon, Friday, 16 September 2011  Third Requirement – 12 noon, Friday, 16 September 2011  Fourth Requirement – 12 noon, Friday, 16 September 2011  Seventh Requirement – 4pm, Monday, 19 September 2011  Eighth Requirement – 4pm, Monday, 19 September 2011
Wednesday, 14 September 2011	CGU & NRMA	Advice by email (sent 3:52pm) that Commission willing to receive responses to <b>First Requirement and Addendum (Ninth Requirement)</b> by 4pm, Tuesday, 20 September 2011  Confirmed by correspondence sent by email 5:28pm	<u>Revised return date:</u> 4pm, Tuesday, 20 September 2011
Friday, 16 September 2011	CGU & NRMA	Request for further extension to provide statements in response to <b>Second, Third and Fourth Requirements</b> by COB, Wednesday, 21 September 2011 (received by email 11:38am)	

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Friday, 16 September 2011	NRMA	Request for extension to provide statement of Mr Paul Streeter in response to Requirement issued to Mr Streeter on Tuesday, 13 September 2011, returnable 4 pm, Friday, 16 September 2011 (received by email 2:12pm)  <b>(Tenth Requirement)</b>	
Friday, 16 September 2011	CGU & NRMA	Response to request received at 11:38 am (sent by email at 4:02pm). Extensions granted as follows: <ul style="list-style-type: none"> <li>▪ <b>First Requirement and Addendum (Ninth Requirement)</b> – 10am, Friday, 23 September 2011</li> <li>▪ <b>Second Requirement</b> – 4pm, Monday, 19 September 2011</li> <li>▪ <b>Third Requirement</b> – 4pm, Monday, 19 September 2011</li> <li>▪ <b>Fourth Requirement</b> – 12 noon, Tuesday, 20 September 2011</li> <li>▪ <b>Seventh Requirement</b> – 12 noon, Tuesday, 20 September 2011</li> <li>▪ <b>Eighth Requirement</b> – 4pm, Thursday, 22 September 2011</li> </ul>	<u>Revised return dates:</u> First Requirement and Addendum – 10am, Friday, 23 September 2011  Second Requirement – 4pm, Monday, 19 September 2011  Third Requirement – 4pm, Monday, 19 September 2011  Fourth Requirement – 12 noon, Tuesday, 20 September 2011  Seventh Requirement – 12 noon, Tuesday, 20 September 2011  Eighth Requirement, 4pm, Thursday, 22 September 2011
Friday, 16 September 2011	NRMA	Response to request received at 2:12 pm (sent by email 4:08pm). Extension granted to provide statement in response to <b>Tenth Requirement</b> by COB, Tuesday, 20 September 2011	<u>Revised return date:</u> COB, Tuesday, 20 September 2011
Monday, 19 September 2011	CGU & NRMA	Request for further extension to provide statements in response to <b>Second, Third, Fourth and Seventh Requirements</b> by (at the very least) COB, Wednesday, 21 September 2011 (received 3:33pm)	
Tuesday, 20 September 2011	CGU & NRMA	Fresh Requirement issued to Mr Cornish to provide statements in response to <b>Second and Fourth Requirements</b> by 4pm, Wednesday, 21 September 2011 (sent by	<u>Revised return dates</u> Second and Fourth Requirements – 4pm, Wednesday, 21

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		<p>email 10:24am)</p> <p>Fresh Requirement issued to Mr Cornish to provide statement in response to <b>Eighth Requirement</b> by 4 pm, Thursday, 22 September 2011 (sent by email 10:24am)</p> <p>Fresh Requirement issued to Mr Harmer to provide statements in response to <b>Third and Seventh Requirements</b> by 4pm, Wednesday, 21 September 2011 (sent by email 10:24am)</p>	<p>September 2011</p> <p>Eighth Requirement – 4pm, Thursday, 22 September 2011</p> <p>Third and Seventh Requirements – Wednesday, 21 September 2011</p>
Wednesday, 21 September 2011	CGU & NRMA	Request for further extensions to provide statements in response to <b>Second, Third, Fourth, Seventh, Eighth and Ninth Requirements</b> (received by email 11:58pm)	