



QFCI

Date:

5/10/11 jm

Exhibit Number:

725

DLA Piper File Note

Campbell 11 April 2011

Transcript of call centre recording

Consultant	Welcome to Home Claims this is [REDACTED]. How can I help?
Customer	Hello [REDACTED] my name is Sharon Campbell. I'm calling to see if there's been any progress on a decision being made on my claim?
Consultant	Yeah. Do you have a claim number there at all?
Customer	I do actually. It is [REDACTED] [REDACTED]
Consultant	OK I'll just quickly have a look for you.
Customer	Thank you kindly.
Consultant	OK Sharon could I just confirm the address as well there please.
Customer	Absolutely. It's [REDACTED] Bridge Street like Bridge Over Troubled Waters in Redbank one word in Queensland.
Consultant	OK. Thank you for that Sharon.
Customer	No worries.
Consultant	Um, I'm really sorry but look as far as I can tell at the moment we still haven't had a decision on this.
Customer	OK.
Consultant	I know that the um, the hydrologist reports are coming in sort of...
Customer	OK.
Consultant	...for each individual but...
Customer	Yeah.
Consultant	...we're just having to wait until I guess your one comes in.

Customer	Mine comes in.
Consultant	And then we can review it for you.
Customer	OK. Now, look, I spoke to [REDACTED] who phoned me on February 21 st ...
Consultant	Yeah.
Customer	...in the morning, who'd said that there had been a first hydrologist's report for the Redbank area that was uncertain hence the reason for commissioning a second one. Now she said she would send me a copy of that first hydrologist's report and she never did. Is it possible that you could arrange for that to happen?
Consultant	Um, I can't send it out but I will definitely pass it on to her and ask her to get, to send that out to you. Is that OK?
Customer	That'd be excellent, yeah. Um, coz I've sort of been waiting for that to arrive and it sort of never did. Um, so you can't give me any estimate whatsoever for a time in which a decision should be made?
Consultant	I, I honestly don't want to give you an estimate because I don't know for sure.
Customer	Yep.
Consultant	Like we...
Customer	Yeah, I understand that.
Consultant	Yeah.
Customer	Yeah.
Consultant	They're coming in at the moment so honestly yours could come in today or it could come in next... You know, like...
Customer	Is it, is it possible to arrange for someone to give me a call to advise when it's been received? Because it's been 12 weeks now since I put my claim in. I understand you guys are totally under pressure. You know, you're waiting on the hydrologist's report. Don't blame you at all but I'm starting to seriously look at my options for pushing this through. Um, and the options for you know, taking action through the financial ombudsman given that it has been 12 weeks. If I could get some sort of assurance that I'll be notified at least when you receive the hydrologist's report. I'd be willing to you know, be a bit more understanding with regards to further actions.
Consultant	Alright, I'll just quickly go and have a chat with [REDACTED]. Are you right to hold for a second while I find out?

Customer	Not a problem at all. Thank you so much.
Consultant	Thank you. [On hold] Hi Sharon, thanks for holding there.
Customer	No worries.
Consultant	Um, look, Sharon um, sorry, [REDACTED] said that she will definitely give you a call when the hydrologist's report's in. I, I'll just send her an email now.
Customer	That's great. Cool.
Consultant	We can just sort of keep an eye on it and, and just give you a call. She obviously won't be able to give you an answer but...
Customer	No, no, of course not, coz once it's received it has to be gone over with by experts and stuff.
Consultant	Yeah.
Customer	I totally understand that. If I can just be kept apprised of the progress I'd feel a lot more comfortable.
Consultant	Yeah, and she said that um, in regards to the, the previous hydrologist's report, um, we, we are not actually sending them out anymore just because they're not relevant. Like we, because we don't...
Customer	OK.
Consultant	...we don't want to sort of say to someone, because they're not conclusive it's, it's not really an answer.
Customer	Yeah.
Consultant	So we've been told that we're not allowed to send them out anymore.
Customer	OK. I'll accept that.
Consultant	So, yeah, look I'm really sorry that you weren't told that. I think it was ...
Customer	That's alright. I was told specifically that I would be provided with a copy...
Consultant	Yeah.
Customer	...and that was 24 February so, I'd imagine it actually pre-dates the decision not to send them out. But that's OK. I'm not going to get mad at you, it's not your fault.

Consultant	Yeah. Look, we will still send the, the one that's sort of on which we're basing our decision.
Customer	[] yeah.
Consultant	Yeah. But we just obviously, coz it's not the one we're basing the decision on we don't...
Customer	Yeah, I understand.
Consultant	...send them out.
Customer	Yep, I understand.
Consultant	OK?
Customer	I, I'll just make a note of it.
Consultant	Alright and I, I'll pass that onto [REDACTED] and she'll get in contact with you once they've got it. OK?
Customer	Excellent. Thank you very much.
Consultant	Alright.
Customer	Oh, what was your name again, sorry?
Consultant	[REDACTED]
Customer	[REDACTED] Excellent. Thank you.
Consultant	OK.
Customer	Right. Thank you. Bye.
Consultant	Bye Bye.