



ASIC

Australian Securities & Investments Commission

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Our Ref: 17126/16

13 May 2016

Mr Phillip Sweeney

By email: foi+request-1901-68a4dfdb@righttoknow.org.au

Dear Mr Sweeney

Acknowledgment of Freedom of Information Request

I refer to your email of 29 April 2016 in which you sought access under the *Freedom of Information Act 1982* (FOI Act) to the following:

I refer to testimony given before the Senate Economics Reference Committee on the 28 April 2016.

The Deputy Chairman of ASIC, Peter Kell, stated: "The first is that we have written to all insurers asking them to undertake a review of their own claims management practices, their own claims handling in life insurance going back at least five years to determine if there have been any problematic practices".

The document I seek is a copy of the body of this letter or email.

The name and address of any specific insurer or superannuation fund can be redacted.

Only a copy of one document is required not a copy of every document sent to every insurer or superannuation fund..

Your request constitutes a valid application from 29 April 2016. Subject to certain exceptions (for example where it becomes necessary to consult with affected third parties in respect to the disclosure of documents caught by the terms of the request) which may extend the processing time period, the FOI Act provides that an application must be processed within 30 days after receipt of a valid application.

You should note that, while the first five hours of decision making is free of charge, charges may be assessed for time spent in searching for and retrieving relevant documents, decision-making time in excess of five hours, photocopying and postage.

You will be provided with a preliminary assessment of the charges before the final decision is made about access to the documents you have requested. You will be told the final assessment of the amount to be charged at the time of the decision about access.

Agency Publication Obligations

You are advised that Section 11C of the FOI Act requires ASIC to publish on our public website, copies of any documents which may ultimately be released to you, with the exception of personal information about any person, **or** information pertaining to the business, commercial or financial of any organisation **or** information pertaining to the business or professional affairs of any person, where it would be unreasonable to publish that information **or** documents in respect to which, the necessary modifications to the document to be released would make the release of the remainder of the document impractical. You are referred to the terms of section 11C.

Should you have any questions concerning the processing of your request please contact me on telephone (02) 9911 5457 or via email at evelyn.ong@asic.gov.au.

Yours faithfully

A handwritten signature in dark ink, appearing to read 'Evelyn Ong', with a stylized flourish at the end.

Evelyn Ong
Australian Securities & Investments Commission
(Authorised Decision-maker under section 23(1) of the FOI act)