



INDEPENDENT RESOLUTION SERVICE

Canterbury Earthquake Claims

HOW WE HELP

FairWay has developed a specialist dispute resolution service for Southern Response claims. We work with you and the other parties involved in your dispute to find a way forward and assist you to reach an agreement that works for you.

As a neutral and independent third party, we provide the confidence of impartiality. Our local team in Christchurch can quickly gain an understanding of your policy, claim, and the repair or rebuild needs for your property.

Simply get in touch with us on 0800 77 44 08 and we will guide you through the process.



MEDIATION

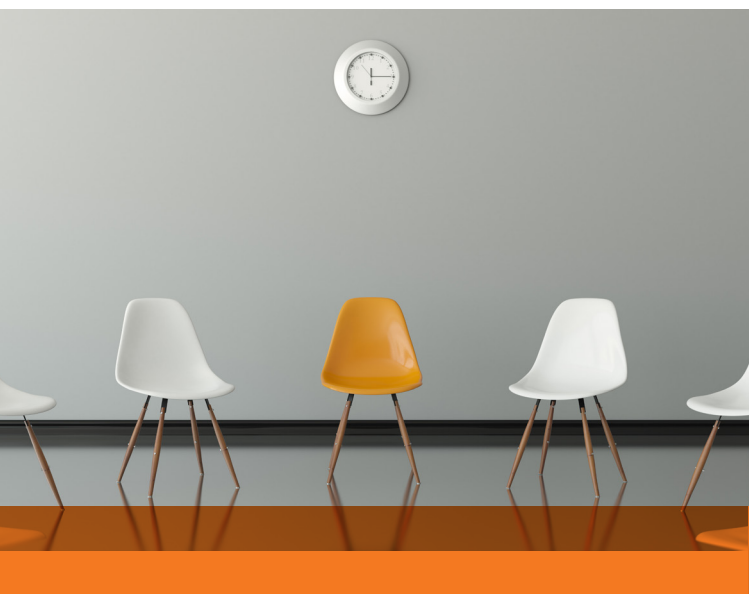
This is a confidential and voluntary process where the mediator encourages everyone involved in the claim to develop realistic options and to reach agreement together.

The mediator will meet with you individually before the mediation to gain an understanding of your situation.

The mediator may also offer and arrange a Preparation For Mediation (PFM) session for you which is designed to help you get the most from the mediated session.

The joint mediation session usually takes place over a half-day.

On reaching an agreement, the mediator will assist you to prepare a written agreement.



It is easy to begin the process with FairWay.

You can get in touch by:



Phone: 0800 774 408



Email: civiladr@fairwayresolution.com

Our friendly team will discuss your situation and options with FairWay.

WHO ARE WE?

FairWay is New Zealand's leading dispute resolution organisation. We have specialist experience in resolving matters resulting from the Canterbury earthquakes, including insurance and building disputes.