



NEW ZEALAND
CUSTOMS SERVICE
TE MANA ĀRAI O AOTEAROA

AUCKLAND

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PROTECTING NEW ZEALAND'S BORDER

19 December 2019

Ref: OIA 19 - 334

John

By Email: fyi-request-11811-33155bf1@requests.fyi.org.nz

Dear John,

Request for information under the Official Information Act

Thank you for your email dated 5 December 2019 to the New Zealand Customs Service (Customs) via the FYI website, in which you have requested the following under the Official Information Act 1982 (the Act):

"I would like to request the following information regarding the eGate Usage:

- 1. How many people use eGate in arrival, annually since launched, by each national and each airport?*
- 2. Is there any case that a person has successfully gone through the eGate, but the system is fail to record the arrival or departure record?*
- 3. If the answer for question 2 is a yes, how the government resolve this issue?"*

In response to question one, please find attached a document titled 'eGate arrivals by port and nationality' which contains the information you have requested.

The information in the tables is accurate as at the date of extraction from the Customs database, 9 December 2019. The tables may contain different information to what has been previously publicly released by Customs, as the information in the database can be updated or amended at any time.

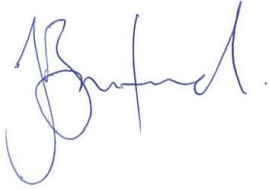
In response to questions two and three, Customs has no known cases in which an individual has successfully gone through the eGate, where the system has failed to record the arrival or departure record(s).

You have the right, by way of complaint to the Office of the Ombudsman under section 28(3) of the Act, to seek an investigation and review of the decision conveyed in this letter.

Please note that Customs proactively releases responses to Official Information Act requests on our website. As such, we may publish this response on our website after we have sent it to you. Your name and contact details will be removed.

If you have any queries about this response, please contact the Correspondence, Reviews and Ministerial Servicing team at OIA@customs.govt.nz .

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'J Bamford'.

Jamie Bamford
Acting Group Manager, Border Operations