



12 March 2020

Ref: DOIA 1920-1243

Mr Warren Hurst  
[fyi-request-12231-5a6a8c5f@requests.fyi.org.nz](mailto:fyi-request-12231-5a6a8c5f@requests.fyi.org.nz)

Dear Mr Hurst

**Official Information Act 1982 Request**

Thank you for your email of 13 February 2020 to the Ministry of Business, Innovation and Employment (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

*"Can you tell me please the number of calls the call centre handles on average every month and of those calls, how many are from immigrants wanting to get an update on how much longer their visa will be?"*

I am writing to advise you that the Ministry will provide a response but needs to extend the time available to answer your request. The Ministry's response will be with you no later than 9 April 2020.

The reason for the extension is that consultations necessary to make a decision on the request are such that a proper response to the request cannot be made within the original time limit.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

The Ministry will respond to you sooner if able.

Yours sincerely

**Rose Chamberlain**  
Team Leader, Triaging Scoping & Insights  
Ministerial Services

