



17 March 2020

Ref: OIA 1920-1303

John Luke

Email: fyi-request-12297-c236bc86@requests.fyi.org.nz

Dear John Luke

Thank you for your email of 24 February 2020 to the Ministry of Business, Innovation and Employment requesting, under the Official Information Act 1982 (the Act), the following information:

May I request the Hold Music list for Immigration Contact Centre.

In answer to your request, I can advise the Immigration Contact Centre (ICC) staff compose and record original music heard by callers while on hold with the ICC. The music is played alongside the key messaging relevant to callers, while they are waiting.

The hold music list is as follows:

1. *God Defend New Zealand* - the New Zealand National Anthem;
2. *Come On Over* - an original song composed by ICC staff;
3. *In Your Eyes* - an original song composed by ICC staff.

I trust that you find the information helpful.

You have the right to seek an investigation and review by the Ombudsman of my response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely

Mike West
General Manager
Service Support & Design

