



Felix Lee

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Tēnā koe Felix Lee

On 8 July 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), information relating to RealMe and the verification identity associated with a client's MyMSD account.

MyMSD is the Ministry's online service where clients can apply for assistance and manage their information online. Clients can use MyMSD to apply for benefits, payments or urgent one-off assistance, inform the Ministry about a change in circumstances, check payments and appointments, and view repayments and letters.

1. *Number of registered MyMSD users*
2. *Of the number in 1, how many have associated a RealMe login to their MyMSD account*

The Ministry currently has 1,175,124 clients that are registered users of MyMSD. Of these, 132,382 clients access MyMSD via RealMe. This calculates to 11.3% of clients who use MyMSD.

3. *Of the number in 2, how many have a verified identity associated with their RealMe account*

The Ministry does not record the number of clients who use a RealMe verified identity to access their MyMSD account. As such, this part of your request is refused under section 18(e) of the Act as this information does not exist or, despite reasonable efforts to locate it, cannot be found.

4. *Are there any plans to implement RealMe verified identity on the MyMSD? If not, why not.*

Ministry clients are already able to use a RealMe login or a RealMe verified identity to access MyMSD. Alternatively, they can use their client information to access MyMSD without a Realme account. The Ministry does not have any current plans to implement RealMe verification as a required MyMSD login method.

5. *A copy of any documents, memos, research, etc that explores implementing RealMe verified identity on the MyMSD service*

As advised in question four, RealMe verification is already a method that is used to access MyMSD. Therefore, this part of your request is refused under section 18(e) of the Act as the information requested does not exist.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response in regard to clients that use RealMe to access MyMSD, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui



Geoff Dodds
Technical Product Manager

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