



9 September 2021

Ref: DOIA 2122-0417

Kirsty Myron

Email: [fyi-request-16455-c5f21dcc@requests.fyi.org.nz](mailto:fyi-request-16455-c5f21dcc@requests.fyi.org.nz)

Dear Kirsty

Thank you for your email of 20 August 2021 to the Ministry of Business, Innovation and Employment (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

*May I please ask the name of the third-party company that has been contracted to cancel MIQ vouchers.*

No third party has been contracted to cancel Managed Isolation and Quarantine (MIQ) vouchers.

When a duplicate voucher or potential breach of the terms of use for the Managed Isolation Allocation System (MIAS) is identified, it is investigated by MIQ. If a duplication or breach is identified by MIQ it can result in a voucher being cancelled or other measures being taken, such as a user's account being suspended. The decision to cancel a voucher is made by MIQ alone.

For more information on MIAS please visit: [www.miq.govt.nz/travel-to-new-zealand/secure-your-place-in-managed-isolation/the-managed-isolation-booking-system/](http://www.miq.govt.nz/travel-to-new-zealand/secure-your-place-in-managed-isolation/the-managed-isolation-booking-system/).

I trust you find this helpful.

Yours sincerely

**Christina Sophocleous-Jones**

General Manager, National Operations Services  
Managed Isolation and Quarantine