

OIA 2122 0687 Appendix A

Screenshot of information held on death record errors for contact centre staff

Errors on a death record

1. The process to have an error fixed is easier if it is lodged by the funeral director who registered the death, as the funeral director will be aware of who in the family was responsible for providing the initial information to complete the registration. Therefore, ask the customer if they know who the funeral director was who registered the death and if it is possible for them to talk to the funeral director about the error.
2. If they do not know who the funeral director was or are not wanting to go through the funeral director then they can lodge the EOF themselves. Please put all death EOF's through to the Maintenance Team.
3. For all errors on deaths that occurred more than 5 years ago [email](#) the appropriate team as per the [BDM Phone List](#).

Errors Death Registration Online

For deaths registered online the Funeral Director is expected to email onlinesupport@dia.govt.nz with the details. If the funeral director has noticed an error shortly after uploading the death, ask them to include 'pre-registration EOF' in the subject line and onlinesupport will attempt to change the registration before the certificate is issued. This inbox is closely monitored throughout the day.

Online Funeral Directors have been provided with a template to help facilitate the process "Request for Correction of Error (EOF)". This template is available in the forms folder on the shared drive should the funeral director require it to be emailed to them.

An amended medical certificate needs to be provided when correcting informant errors relating to the Cause of Death, Date of Death or Place of Death fields.

Errors Death Registration paper BDM28 form

Refer to the appropriate team as per the [BDM Phone List](#) to discuss.

Screenshot of information held on errors relating Births, Deaths and Marriages' records for processing staff



Tuwhina te Tikanga

Procedure - Investigate and amend error of fact

When to use

Use this procedure to investigate when a customer thinks there is an error on a life event certificate or registration.

Policy Statements

- Information may **only** be added to an entry if there was provision to collect this information at the time of the event. See [Guidelines: Information collected for birth and death entries](#).
- The customer may:
 - query a printout or source document - these cannot be changed,
 - return the certificate with the perceived error,
 - advise a Life and Identity Services Officer about what should be on the record
 - provide evidence of correct information.

Role

Life and Identity Services Officer (LISO)

Steps

1. Open the record to be investigated in Lifedata. See [System Step: Search for life event record in Lifedata](#).

If record is...	then...
pre-1998, and has been upgraded to an S record	<ul style="list-style-type: none">• review the corrective comments on the S record to determine if a clerical error may have been made in the upgrade• if you do not have access to view the image yourself, request a team leader or LISO with access to view the image and compare details with the S record.
pre-1998, and other than an S record	compare details on Lifedata record against the certificate and image by pressing v to view. If no clerical error, check the source document.

	see Procedure: Obtain BDM item from Iron Mountain
post-1998	compare details on Lifedata record against the certificate and source document. see Procedure: Obtain BDM item from Iron Mountain

Note:

If the error query is about the birth date or place on a post-adoptive record, the pre-adoptive record may also be checked (by a team leader).

- 2 Obtain a copy of the source document, see [Guidelines: Location of source documents](#).
- 3 Compare the details of the image and source document and Lifedata record.

Note:

If the query is about information not shown on image or source document, then:

- there was no provision for collecting this information at time of registration. See [Guidelines: Information collected for birth and death entries](#).
- This information cannot be added to the record.
- Advise the customer the information cannot be added.

- 4 Determine the type of error.

► **Clerical error**

- 1 Amend Lifedata with correct information, see [System Step: Edit record in Lifedata](#).
- 2 Add Lifedata notes, e.g. 'Amended detail amended under S84(1) of the BDMRRA 1995, cert to be issued in lieu' Your Name, Date.
- 3 Enter error type into Lifedata, see [System Step: Record clerical errors in Lifedata](#).
- 4 Contact customer and inform them that the error has been corrected.

If original certificate has...	then...
been returned	go to step 3.
not been returned	<ul style="list-style-type: none"> • advise the customer to return it for a replacement • go to step 4.

- 5 Print the replacement certificate, see [System Step: Print life event certificate manually](#).
- 6 File any correspondence or emails in the appropriate place.

► **Informant error**

- 1 Assess if satisfactory evidence has been provided.

If...	then...
yes	go to step 2.
no	Call or email the customer and tell them: <ul style="list-style-type: none"> • the specific evidence required • they will be contacted once the Registrar-General has made a decision, and • they will then be able to order a new certificate.

- 2 Send to Registrar-General for approval

If query submitted by...	then...
phone or email	send an email to 'RGApprovalRequested@dia.govt.nz': <ul style="list-style-type: none"> • Subject: 'Date EOF received [name]' • [Change to be made] • Screenshot of current recorded information • Screenshot of records with supporting information • Attach scanned copies of supporting documents.
mail	scan evidence and email RGApprovalRequested@dia.govt.nz

- 3 Receive response from Registrar-General

If correction is...	then...
approved	go to step 4.
declined	ring the customer and explain: <ul style="list-style-type: none"> • the Registrar-General's decision • an alternative solution for changing the record, e.g. name change, • this system step ends.

-
- 4 Amend Lifedata with correct information, see [System Step: Edit record in Lifedata](#).
 - 5 Add Lifedata notes, e.g. 'Amended *details amended* under S84(2) of the BDMRRA 1995, Approved by DRG, Your Name, Date.
 - 6 Contact the customer and inform them:
 - that the error has been corrected, and
 - provide advice for ordering a new certificate.

Note:

Faulty certificates do not need to be returned in the case of informant errors.

- 7 File any correspondence or emails in the appropriate place.

Released under the Official Information Act 1982