

16 January 2015

ACC forum  
fyi-request-2232-4701f964@requests.fyi.org.nz

Dear Sir or Madam

### Official Information Act request

On 1 December 2014, you asked ACC for information under the Official Information Act 1982 (Act). Your request was made via the FYI website.

Section 12 of the Act provides that any person may make a request where they are:

- a) a New Zealand citizen; or
- b) a permanent resident of New Zealand; or
- c) a person who is in New Zealand; or
- d) a body corporate which is incorporated in New Zealand; or
- e) a body corporate which is incorporated outside New Zealand but which has a place of business in New Zealand.

ACC requires a postal address to establish compliance with section 12.

An original of any one of the following items is acceptable for the purposes of establishing compliance with section 12, provided it is on letterhead and shows your name and address:

- A recent bill from the company who supplies your power, gas, water, phone or internet services
- Council rates notice
- A statement from any bank
- Insurance policy document
- A letter from the Electoral Office
- Anything from a government agency that includes your name and address

Once ACC receives this additional information from you, and is satisfied that the requirements of section 12 have been met, ACC will acknowledge the request and begin to consider its decision under the Act. The 20 working days for making a decision on your request will begin from the day ACC receives confirmation of your postal address.

Please contact us at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz) if you would like to discuss this letter. We will be happy to answer any questions or, if you have any concerns, work with you to resolve these.

If you are not happy with ACC's decision to establish compliance with section 12, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602, 9am to 5pm weekdays, or write to:

The Office of the Ombudsman  
PO Box 10 152  
WELLINGTON 6143

Yours sincerely

**Government Services**