



NEW ZEALAND  
**CUSTOMS SERVICE**  
TE MANA ĀRAI O AOTEAROA

**WELLINGTON**

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PROTECTING NEW ZEALAND'S BORDER

18 March 2024

Ref: OIA 24-055

Mr Felix Lee

By email: [fyi-request-25789-71d1792f@requests.fyi.org.nz](mailto:fyi-request-25789-71d1792f@requests.fyi.org.nz)

Tēnā koe Mr Lee

**Request for information under the Official Information Act 1982**

Thank you for your email received on 19 February 2024, to the New Zealand Customs Service (Customs) via the FYI website, requesting the following information under the Official Information Act 1982 (the Act):

*"Thank you for your response in OIA 23-222 last year where you noted "our intentions are to progressively enable further countries over 2024" for eGate access.*

*I would like to request an update for this. Please let me know:*

*- the countries/territories where there are plans to let them use the NZ eGates, including those with plans that are finalized or not finalized. If possible please give an indication on completion date for each, a rough estimate is OK."*

In response, I can advise that Customs' plans to advance New Zealand's eGate is currently under consultation, as such I am refusing your request in full under section 9(2)(f)(iv) of the Act to maintain the constitutional conventions for the time being which protect the confidentiality of advice tendered by Ministers of the Crown and officials.

Customs considers that the public interest arguments in favour of making the withheld information available do not outweigh the necessity to withhold this information.

You have the right, by way of complaint to the Office of the Ombudsman under section 28(3) of the Act, to seek an investigation and review of this decision. Information about how to make a complaint is available online at: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or you can phone 0800 802 602.

In the first instance however, if you have any queries in relation to this response, please contact the Correspondence, Reviews and Ministerial Servicing team at: [OIA@customs.govt.nz](mailto:OIA@customs.govt.nz)

Please note that Customs proactively releases responses to Official Information Act requests on our website. As such, we may publish this response on our website after we have sent it to you. Your name and contact details will be removed.

Nāku noa, nā

A handwritten signature in blue ink, appearing to read 'Chris King', with a small blue mark above the 'i'.

**Chris King**

Group Manager, Strategic Systems and Service Optimisation