

14 May 2024

Joseph

fyi-request-26506-01d40bc7@requests.fyi.org.nz

**Your request for information under the Local Government Official Information and Meetings Act 1987
(LGOIMA) – (case number CAS-895736-X9G1K6)**

Kia ora Joseph,

I refer to your official information request dated 21 April 2024 regarding the sale of discontinued HOP tags.

We do not have any customer service centres with stock of the limited-edition key tag, we are also not aware of any retailers still selling this key tag.

The blue key tag was a limited design and there is no current plan to bring this back.

All current limited-edition key tags will continue to be useable. If a key tag is yet to be registered, a customer may run into issues if they try to register or top up the limited edition key tag.

We trust this clarifies your request, but should you believe that we have not dealt with your request appropriately, you are able to make a complaint to the Office of the Ombudsman in accordance with section 27(3) of the LGOIMA Act and seek an investigation and review in regard to this matter.

Ngā mihi,



Phil Wratt
Engagement Manager
Customer Care