

**From:** [Grace 9\(2\)\(a\)](#)  
**Cc:** [Hamish Rutherford](#)  
**Subject:** A statement from Andrew Bayly  
**Date:** Friday, 18 October 2024 3:28:00 PM  
**Attachments:** [Letter from complainant.pdf](#)  
[Letter from Mr Bayly.pdf](#)  
[Follow up letter from Mr Bayly.pdf](#)  
[image001.jpg](#)

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Hi all,

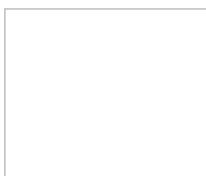
As some of you may be aware, Andrew Bayly has apologised for an interaction that took place during a business visit in early October. A copy of the complainant's letter, Mr Bayly's apology and follow up letter are attached.

**Statement from Small Business Affairs Minister Andrew Bayly:**

"I obviously got this completely wrong, and I have unreservedly apologised to the person concerned. It was unintentional, I meant the comments in a light-hearted manner, but I accept that they caused offence. I take responsibility for the situation, and I am sorry.

"I regret my actions. They fall well short of the behaviour expected of a Minister, and what I expect of myself. I have also apologised to the Prime Minister, and given him my assurance it will not happen again."

Warm wishes,  
Grace



**Grace 9(2)(a)**  
Private Secretary

Office of Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

Office of Hon Chris Penk  
Minister for Building and Construction  
Minister for Land and Information  
Minister for Veterans  
MP for Kaipara ki Mahurangi

9(2)(a)  
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand  
Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

To Whom It May Concern,

I am writing to formally lodge a complaint regarding the unacceptable behaviour I experienced at the hands of Andrew Bayly during his ministerial visit on <sup>s 9(2)(a)</sup> OCT-24. This encounter left me feeling degraded, embarrassed, and deeply disrespected in front of my colleagues. The emotional impact of the incident is significant, and I believe it is important to bring this to your attention so that appropriate action can be taken.

When Andrew Bayly was introduced to me, one of the first things he asked was why I was still at work. His tone was dismissive, and he proceeded to say, "Take a bottle of wine and go home, go on, go home... take some wine and fuck off." His behaviour and the way he spoke to me suggested that he had been drinking prior to arriving, which made the situation even more uncomfortable. Certainly not the demeanour one would expect from a representative of the New Zealand Government.

As he stepped closer, invading my personal space until we were shoulder to shoulder, Andrew again questioned why I was still working, noting that no one else was on the warehouse floor. What followed next was both shocking and humiliating. He called me a "loser" repeatedly, saying the reason I was still at work was because I am a "loser." He turned to the group of people with him at the time, including my boss, the Minister's assistant, marketing staff, and <sup>s 9(2)(a)</sup> employees, and formed an 'L' with his fingers on his forehead. He then continued to call me a "loser," over and over, clearly trying to amuse the group at my expense.

I felt angered and powerless in that moment, made to feel like I was the object of ridicule in front of my peers. It was degrading to be insulted in such a personal way, and I was left feeling embarrassed. Being called a loser, repeatedly, by someone in a position of authority, and being made a laughingstock in front of my colleagues, was an experience that no one should have to endure.

After this, Andrew and the group left the warehouse, but twice Andrew returned, insisting that I come to the <sup>s 9(2)(a)</sup> and "have a drink" with him. On both occasions, I refused. The entire situation was deeply uncomfortable, and I felt as though I had no choice but to lock the warehouse early and leave, as I was overwhelmed with absolute disgust from the minister's treatment towards myself.

The emotional impact of this incident has been significant. I have felt embarrassed, ridiculed, and degraded. To be publicly ridiculed and insulted in this way has left me deeply offended. I take pride in my work, and to be treated as though I was somehow lesser, or deserving of ridicule, is unacceptable. I did not dedicate <sup>s 9(2)(a)</sup> of my life to the <sup>s 9(2)(a)</sup> only to be belittled by an ambassador of the very government I served. I have been part of <sup>s 9(2)(a)</sup>, I have been apart of, and lead <sup>s 9(2)(a)</sup> <sup>s 9(2)(a)</sup> – all of which require a form of etiquette severely lacking in Andrew Bayly.

I believe that this behaviour should not be tolerated in any professional setting, and I am requesting that this matter be addressed promptly. I deserve to work in an environment where I am treated with respect and dignity, and I trust that appropriate action will be taken to ensure this type of behaviour is rectified and does not happen again.

I look forward to your response and to seeing how this matter will be resolved.

Sincerely,

<sup>s 9(2)(a)</sup>

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



11 October 2024

9(2)(a)

9(2)(b)(ii)

Marlborough

Email: s 9(2)(a)

Dear s 9(2)(a)

Thank you for allowing me to visit your impressive facility last Thursday. I especially liked 9(2)(b)(ii) focus on growing New Zealand's exports. I would appreciate it if you would extend my gratitude to your team for kindly hosting me.

I also appreciate you bringing to my attention Mr s 9(2)(a) concerns. I was deeply saddened to learn I had unintentionally offended Mr s 9(2)(a). What had intended to be a sharing of a light hearted moment, has obviously caused great offence to him. I deeply regret misreading the situation, and unreservedly apologise to Mr s 9(2)(a). I would appreciate if you would convey to Mr s 9(2)(a) my sincere apologies.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly

**From:** [Andrew Bayly](#)  
**To:** s 9(2)(a)  
**Subject:** Apology  
**Date:** Friday, 18 October 2024 1:34:31 PM  
**Attachments:** [image001.jpg](#)

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Dear s 9(2)(a)

I understand you have received the letter I sent to your employer on 11 October 2024, in which I expressed my regret for the hurt I caused you when we met.

I would like to apologise to you again unreservedly and would be grateful for the opportunity to speak with you to communicate this directly.

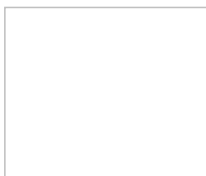
While I meant my comments in a light-hearted manner, I accept that they made you feel embarrassed and insulted. I got it wrong, and I deeply regret this. I am sorry.

I want to reassure you that I was not intoxicated when we met. Regardless, my behaviour was unbecoming of a government minister.

Please let me know if you feel it would be valuable for us to speak and when would suit you.

Yours sincerely,

Andrew



**Hon Andrew Bayly**

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

Phone: 04 817 6818  
Email: [Andrew.Bayly@parliament.govt.nz](mailto:Andrew.Bayly@parliament.govt.nz) Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)  
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

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**From:** [Jessica Reed](#)  
**To:** [Grace](#) s 9(2)(a)  
**Cc:** [Hamish Rutherford](#); [Cleo Fraser](#)  
**Subject:** Breakfast Interview Minister Bayly  
**Date:** Tuesday, 22 October 2024 10:17:29 AM

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Kia ora Grace,

I hope this finds you well.

On behalf of Breakfast, I am requesting an interview with Minister Bayly tomorrow morning on the program.

We acknowledge the Minister has already spoken to media on Friday, however, the incident has continued to be discussed in media, including on our show with the Prime Minister this morning. Therefore, we believe it to be in the public interest to have an opportunity to speak to Minister Bayly, and receive more clarity about the incident and consequent actions.

I look forward to hearing back from you soon. Please could you acknowledge when you have received this email.

Kind regards,  
Jess

TVNZ - s 9(2)(a)

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**From:** [Grace s 9\(2\)\(a\)](#)  
**To:** [Hamish Rutherford](#); [Jasmine Higginson](#)  
**Subject:** DRAFT - good to go?  
**Date:** Friday, 18 October 2024 3:08:00 PM  
**Attachments:** [Follow up letter from Mr Bayly.pdf](#)  
[Letter from complainant.pdf](#)  
[Letter from Mr Bayly.pdf](#)  
[image001.jpg](#)

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Hi all,

s 9(2)(g)(i)

[Redacted]

[Redacted]

[Redacted]

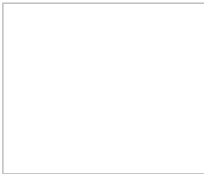
[Redacted]

[Redacted]

[Redacted]

[Redacted]

Warm wishes,  
Grace



**Grace s 9(2)(a)**

Private Secretary

Office of Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

Office of Hon Chris Penk  
Minister for Building and Construction  
Minister for Land and Information  
Minister for Veterans  
MP for Kaipara ki Mahurangi

DDI: s 9(2)(a)

Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)

Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

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From: [Grace s 9\(2\)\(a\)](#)  
To: [s 9\(2\)\(a\)](#)  
Subject: For your approval  
Date: Friday, 18 October 2024 2:56:00 PM  
Attachments: [Letter from complainant.pdf](#)  
[Letter from Mr Bayly.pdf](#)

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Hi Andrew,

Please see below. I will give you a ring shortly.

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INITIAL EMAIL TO GALLERY FROM GRACE (BAYLY'S PRESS SEC)

Hi all,

s 9(2)(g)(i)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Kind regards,  
Grace

FOLLOW-UP EMAIL TO GALLERY FROM HAMISH

Hi all,

s 9(2)(g)(i)

[Redacted]

Thanks,

Hamish

s 9(2)(g)(i) [REDACTED]

- [REDACTED]

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**From:** [Cameron Burrows](#)  
**To:** [Julie Ash](#); [Hamish Rutherford](#); [Jasmine Higginson](#); [Grace](#) s 9(2)(a)  
**Subject:** FW: Formal Complaint Against Andrew Bayly  
**Date:** Friday, 18 October 2024 11:15:23 AM  
**Importance:** High

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Cameron Burrows  
Chief of Staff  
Office of Rt Hon Chris Luxon

s 9(2)(a)

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**From:** s 9(2)(a)  
**Sent:** Friday, October 18, 2024 10:56 AM  
**To:** Cameron Burrows <9(2)(a) nz>; Christopher Luxon (MIN) <x.xxxxx@xxxxxxxx.xxxx.xx>; Speakers Office <Speakers.Office@parliament.govt.nz>; Hon Marama Davidson <xxxxxx.xxxxxxxx@xxxxxxxxxxx.xxxx.xx>; Debbie Ngarewa-Packer <xxxxxxxxxxxxxxxx@xxxxxxxxxxx.xxxx.xx>; Rawiri Waititi <xxxxxx.xxxxxxxx@xxxxxxxxxxx.xxxx.xx>; Chlöe Swarbrick <Chloe.Swarbrick@parliament.govt.nz>; Hon Carmel Sepuloni <xxxxxx.xxxxxxxx@xxxxxxxxxxx.xxxx.xx>; Rt Hon Chris Hipkins <xxxxxx.xxxxxxxx@xxxxxxxxxxx.xxxx.xx>  
**Subject:** Re: Formal Complaint Against Andrew Bayly

Hi Cameron,

My letter not only states what occurred, but also quite clearly conveys where I stand on this situation. I trust you will also find Andrew Bayly's response to be insufficient and dismissive.

My absolute minimum expectation can be found in the last line of my letter you have no doubt read.

Sincerely  
s 9(2)(a)

On Fri, 18 Oct 2024, 09:40 Cameron Burrows, <9(2)(a) > wrote:

Hi s 9(2)(a)

I'm Cameron Burrows from Chris Luxon's office.

Thank you for reaching out – I really appreciate you raising this with us. I would be keen to discuss with you directly if you were up for that – my number is below, or I'm happy to give you a bell anytime.

Thanks  
Cam

Cameron Burrows  
Chief of Staff  
Office of Rt Hon Chris Luxon

**s 9(2)(a)**

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**From:** s 9(2)(a)

**Sent:** Thursday, 17 October 2024 2:53 PM

**To:** Christopher Luxon (MIN) <x.xxxxx@xxxxxxxxx.xxxx.xx >; Speakers Office <xxxxxxxx.xxxxxx@xxxxxxxxx.xxxx.xx >; Debbie Ngarewa-Packer <Debbie.Ngarewa-xxxxxx@xxxxxxxxx.xxxx.xx >; Rawiri Waititi <xxxxxx.xxxxxxx@xxxxxxxxx.xxxx.xx >; Chlöe Swarbrick <xxxxxx.xxxxxxx@xxxxxxxxx.xxxx.xx >; Hon Marama Davidson <xxxxxx.xxxxxxx@xxxxxxxxx.xxxx.xx >; xxxxx.xxxxxxx@xxxxxxxxx.xxxx.xx >; Hon Carmel Sepuloni <xxxxxx.xxxxxxx@xxxxxxxxx.xxxx.xx >

**Subject:** Formal Complaint Against Andrew Bayly

Good afternoon All,

Please see the attached letters pertaining to events that occurred on 03-OCT-24 at 4:00pm.

I am bringing these to your attention as I find Andrew Bayly's response to be overly unsatisfying, and hope that appropriate action will be taken to prevent further instances like this with other people.

Sincerely,

**s 9(2)(a)**

---

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**From:** [Jessica Reed](#)  
**To:** [Grace](#) s 9(2)(a)  
**Cc:** [Hamish Rutherford](#); [Cleo Fraser](#)  
**Subject:** RE: Breakfast IV 6:05am  
**Date:** Monday, 21 October 2024 12:00:27 PM

---

Kia ora Grace,

Thank you for getting back to me.

Hope you have a great day further!

Kind regards,  
Jess

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**From:** Grace s 9(2)(a)  
**Sent:** Monday, October 21, 2024 10:03 AM  
**To:** Jessica Reed s 9(2)(a)  
**Cc:** Hamish Rutherford s 9(2)(a); Cleo Fraser  
s 9(2)(a)  
**Subject:** RE: Breakfast IV 6:05am

Kia ora Jessica,

Thanks for reaching out. Minister Bayly did a round of interviews on Friday (including with TVNZ) and has nothing further to add.

Many thanks,  
Grace

Office of Hon. Andrew Bayly and Hon. Chris Penk  
s 9(2)(a)

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**From:** Jessica Reed s 9(2)(a)  
**Sent:** Monday, 21 October 2024 10:01 AM  
**To:** Grace s 9(2)(a)  
**Cc:** Hamish Rutherford s 9(2)(a); Cleo Fraser  
s 9(2)(a)  
**Subject:** Breakfast IV 6:05am

Kia ora,

I hope this email finds you well.

I am getting in touch on behalf of Breakfast TV to ask if Minister Andrew Bayly would be available to come on the program at 6:05am tomorrow? We would like to talk to him about the interaction that took place at a business early this month, which we are aware Mr Bayly has since apologised for.

We could be flexible with studio or zoom.

Please let me know if you have any questions. Could you please give us an update before midday?

Thank you and kind regards,  
Jessica

s 9(2)(a) TVNZ

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**From:** [Jasmine](#) s 9(2)(a)  
**To:** [Grace](#) s 9(2)(a)  
**Subject:** RE: DRAFT  
**Date:** Friday, 18 October 2024 1:00:41 PM

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Dear s 9(2)(g)(i)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Yours sincerely,

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**From:** Grace s 9(2)(a)  
**Sent:** Friday, 18 October 2024 12:42 PM  
**To:** Jasmine Higginson s 9(2)(a)  
**Subject:** DRAFT

Dear s 9(2)(g)(i)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

RELEASE UNDER THE OFFICIAL INFORMATION ACT 1982

s 9(2)(g)(i)

[Redacted]

[Redacted]

Your sincerely,

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

**From:** [Hamish Rutherford](#)  
**To:** [Jo Moir](#); [PMO-Press: Grace](#) s 9(2)(a)  
**Subject:** RE: RNZ request  
**Date:** Monday, 21 October 2024 2:24:25 PM  
**Attachments:** [image002.jpg](#)  
[image003.gif](#)

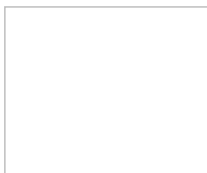
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Hi Jo.

I know we've spoken but closing this off.

In response to your questions we are aware of no other complaints about Mr Bayly. The Prime Minister still has confidence in Mr Bayly.

Hamish



**Hamish Rutherford**  
Chief Press Secretary | Office of Rt Hon Christopher Luxon  
Prime Minister  
Minister for National Security and Intelligence  
Minister Responsible for Ministerial Services

s 9(2)(a)  
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

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**From:** Jo Moir s 9(2)(a)  
**Sent:** Monday, 21 October 2024 10:12 AM  
**To:** PMO-Press <@xxx>; Grace  
**Cc:** Hamish Rutherford <@xxx>  
**Subject:** RNZ request

s 9(2)(a)

Hi,

Just getting in touch as to whether any other complaints have been received about Minister Bayly in addition to the incident described on Friday. If so, could I please get a response as to how many, when they were received, the nature of the, and how they will be handled from here.

Separately, does the Prime Minister still have confidence in Minister Bayly?

If someone could let me know this has been received and is being worked on that would be much appreciated, and a response as soon as possible, but no later than 2pm would also be appreciated please.

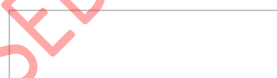
Many thanks,

Jo

Jo Moir – Political Editor

s 9(2)(a)

[www.radionz.co.nz](http://www.radionz.co.nz)



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**From:** Grace s 9(2)(a)  
**To:** Julie Ash; Hamish Rutherford; Cameron Burrows  
**Subject:** Re: Timeline of events  
**Date:** Monday, 21 October 2024 7:11:08 AM  
**Attachments:** [image001.jpg](#)

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Further info in case it is useful:

As soon as the Minister received the complaint, he sent a letter of apology. The Minister did not hear back from the complainant, but he spoke to their employer who indicated that the matter was resolved.

s 9(2)(a)

Get [Outlook for iOS](#)

---

**From:** Grace Ridley-Smith  
**Sent:** Friday, October 18, 2024 5:44:34 PM  
**To:** Julie Ash <x@xxx>  
**Subject:** FW: Timeline of events

FYI

Office of Hon. Andrew Bayly and Hon. Chris Penk  
9(2)(a)

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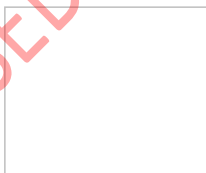
**From:** Grace Ridley-Smith  
**Sent:** Friday, 18 October 2024 5:41 PM  
**To:** Hamish Rutherford <x@xxx>; Cameron Burrows <x@xxx>  
**Subject:** Timeline of events

#### Timeline

3 October – visit  
10 October – received the letter of complaint  
11 October – Bayly sent a letter of apology and did not hear back from the complainant  
17 October – complainant wrote to the Prime Minister saying he was unsatisfied with the apology  
18 October – Bayly sent follow up letter of apology

#### Timeline

X October – visit  
7 days later – received the letter of complaint  
Following morning – Bayly sent a letter of apology and did not hear back from the complainant  
Another 7 days later – complainant wrote to the Prime Minister saying he was unsatisfied with the apology  
Today – Bayly sent follow up letter of apology and released all letters



Grace s 9(2)(a)  
Private Secretary

Office of Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

Office of Hon Chris Penk  
Minister for Building and Construction  
Minister for Land and Information  
Minister for Veterans  
MP for Kaipara ki Mahurangi

DDI: s 9(2)(a) Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)  
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand



**From:** [Cameron Burrows](#)  
**To:** 9(2)(a)  
**Subject:** Re: Formal Complaint Against Andrew Bayly  
**Date:** Friday, 25 October 2024 2:02:32 PM

---

Hi 9(2)(a)

As I've said, the appropriate avenue for a complaint about an MP's behaviour is through that MP's Leader's Office – which for Mr Bayly I run as the National Party Leader's Chief of Staff. It is then my role to determine the appropriate next steps.

A call would be an opportunity for you to raise your concerns first hand. Equally, I'm happy to continue to simply use the information provided in your letter. I have been travelling today and yesterday, but otherwise would be happy to do a call at any time.

I am very sorry about the interaction you had with Mr Bayly. I note Mr Bayly has apologised on multiple occasions, offered to meet you personally, and has been publicly reprimanded by the Prime Minister. Based on the information you've provided in your letter, I consider that is an appropriate course of action. It has been made clear to Mr Bayly that an incident like this cannot happen again.

Thanks  
Cameron

Cameron Burrows  
9(2)(a)

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**From:** 9(2)(a)  
**Sent:** Friday, October 25, 2024 6:43 AM  
**To:** Cameron Burrows <9(2)(a)>  
**Subject:** Re: Formal Complaint Against Andrew Bayly

Kia Ora Cameron,

I find myself needing to ask you this once again - what is the complaint process (in it's entirety, not just that I need to communicate with you)?

What are you wishing to discuss in particular?

When are you wishing to have this conversation, and how exactly?

Nāku,  
9(2)(a)

On Thu, 24 Oct 2024, 08:55 Cameron Burrows, <9(2)(a)>  
wrote:

Thanks 9(2)(a). Very open to having that discussion with you and a support person.

Cameron

Cameron Burrows

Chief of Staff

Office of Rt Hon Chris Luxon

9(2)(a)

---

**From:** 9(2)(a)

**Sent:** Wednesday, 23 October 2024 12:32 PM

**To:** Cameron Burrows 9(2)(a)

**Subject:** Re: Formal Complaint Against Andrew Bayly

Kia Ora Cameron,

My letter explains everything. If you are wanting a phone call about Andrew Bayly's disgusting behaviour I am open to that, though I will not be the only one on the call.

Nāku,

9(2)(a)

On Mon, 21 Oct 2024, 12:31 Cameron Burrows,  
<9(2)(a)> wrote:

Hi 9(2)(a)

Thanks for reaching out again.

As I said in my previous email, I appreciate you raising this with us.

The appropriate avenue for any complaint about an MP's behaviour is through that MP's Leader's Office – which, in the case of Mr Bayly, I run as the National Party Leader's Chief of Staff. You can be assured that I take any complaints about MP behaviour seriously.

As I have said, I would be keen to discuss the matter with you if that was something you were open to. You have my number – or I'm happy to give you a bell at a time that suits you.

Thanks  
Cameron

Cameron Burrows  
Chief of Staff  
Office of Rt Hon Chris Luxon

9(2)(a)

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**From:** 9(2)(a)  
**Sent:** Friday, October 18, 2024 6:51 PM  
**To:** Cameron Burrows <9(2)(a)>; Speakers Office  
<XXXXXXXXX.XXXXXX@XXXXXXXXXXXX.XXX>.XX  
**Subject:** Re: Formal Complaint Against Andrew Bayly

Kia Ora Cameron

I wrote that I am lodging a formal complaint. Please send me the complaint process and who to deal with. I expect my formal complaint and request for this matter to be taken seriously and actually followed up on as I do not think the offending minister offering to call me to smooth it over is at all appropriate.

I expect to hear from you this evening.

Regards,

9(2)(a)

On Fri, 18 Oct 2024, 10:56 9(2)(a) wrote:

Hi Cameron,

My letter not only states what occurred, but also quite clearly conveys where I stand on this situation. I trust you will also find Andrew Bayly's response to be insufficient and dismissive.

My absolute minimum expectation can be found in the last line of my letter you have no doubt read.

Sincerely

9(2)(a)

On Fri, 18 Oct 2024, 09:40 Cameron Burrows,  
<9(2)(a)> wrote:

Hi 9(2)(a)

I'm Cameron Burrows from Chris Luxon's office.

Thank you for reaching out – I really appreciate you raising this with us. I would be keen to discuss with you directly if you were up for that – my number is below, or I'm happy to give you a bell anytime.

Thanks  
Cam

Cameron Burrows

Chief of Staff

Office of Rt Hon Chris Luxon

9(2)(a)

---

**From:** 9(2)(a)  
**Sent:** Thursday, 17 October 2024 2:53 PM  
**To:** Christopher Luxon (MIN) <x.xxxxx@xxxxxxxxx.xxxx>; Speakers Office <xxxxxxxx.xxxxxx@xxxxxxxxxxxx.xxxx>; Debbie Ngarewa-Packer <xxxxxxxxxxxxxxxxxxxxx@xxxxxxxxxxxx.xxxx>; Rawiri Waititi <xxxxxxxx.xxxxxxxx@xxxxxxxxxxxx.xxxx>; Chlöe Swarbrick <xxxxx.xxxxxxxx@xxxxxxxxxxxx.xxxx>; Hon Marama Davidson <xxxxxxxx.xxxxxxxx@xxxxxxxxxxxx.xxxx>; xxxxx.xxxxxxx@xxxxxxxxxxxx.xxxx; Hon Carmel Sepuloni <xxxxxxxx.xxxxxxxx@xxxxxxxxxxxx.xxxx>;  
**Subject:** Formal Complaint Against Andrew Bayly

Good afternoon All,

Please see the attached letters pertaining to events that occurred on 03-OCT-24 at 4:00pm.

I am bringing these to your attention as I find Andrew Bayly's response to be overly unsatisfying, and hope that appropriate action will be taken to prevent further instances like this with other people.

Sincerely,

9(2)(a)

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**From:** [Grace s 9\(2\)\(a\)](#)  
**To:** s 9(2)(a)  
**Subject:** RE: UPDATED: for your review  
**Date:** Friday, 18 October 2024 3:20:00 PM  
**Attachments:** [Letter from complainant.pdf](#)  
[Letter from Mr Bayly.pdf](#)  
[Follow up letter from Mr Bayly.pdf](#)  
[image001.jpg](#)

Sorry the wrong letter were attached – correct ones attached now!

Office of Hon. Andrew Bayly and Hon. Chris Penk  
s 9(2)(a)

**From:** Grace s 9(2)(a)  
**Sent:** Friday, 18 October 2024 3:19 PM s 9(2)(a)  
**To:** s 9(2)(a)  
**Subject:** UPDATED: for your review

Hi all,

s 9(2)(g)(i)

[Redacted]

[Redacted]

[Redacted]

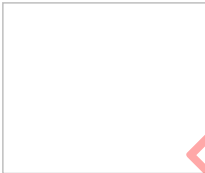
[Redacted]

[Redacted]

[Redacted]

[Redacted]

Warm wishes,  
Grace



**Grace s 9(2)(a)**

Private Secretary

Office of Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

Office of Hon Chris Penk  
Minister for Building and Construction  
Minister for Land and Information  
Minister for Veterans  
MP for Kaipara ki Mahurangi

DDI: s 9(2)(a)

Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)  
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

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**From:** s 9(2)(a)  
**To:** [Andrew Bayly](#)  
**Subject:** Visit last Thursday  
**Date:** Thursday, 10 October 2024 1:52:44 PM  
**Attachments:** [image001.png](#)  
[Andrew Bayly Letter of complaint .pdf](#)

---

Dear Andrew

Thank you for visiting with us last week, sorry to have missed you as I was with family in Wellington.

I know s 9(2)(a) felt there were some good opportunities discussed and would like to keep the dialogue going around these.

As you are aware one of our employees was upset by some words and actions that occurred and he has emailed me a complaint that he requested me to pass on. This is his personal view of the incident, and as it occurred at his place of work I feel obliged to forward on his behalf.

Regards

9(2)(b)(ii)

RELEASE

INFORMATION ACT 1982

**From:** Paul <sup>s 9(2)(a)</sup>  
**To:** s 9(2)(a)  
**Subject:** Thanks  
**Date:** Friday, 11 October 2024 8:59:00 AM  
**Attachments:** s 9(2)(a)

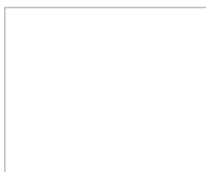
---

Dear s 9(2)(a)

Thank you for your time today, as discussed please see attached Minister Bayly's letter to you.

Wishing you and the s 9(2)(a) team all the best for the weekend, and beyond.

Kind regards



**Paul** <sup>s 9(2)(a)</sup>  
Senior Private Secretary | Office of Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

s 9(2)(a) Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)  
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

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**From:** s 9(2)(a)  
**To:** s 9(2)(a)  
**Cc:** Paul s 9(2)(a)  
**Subject:** RE: Call from Andrew  
**Date:** Thursday, 10 October 2024 1:50:00 PM  
**Attachments:** s 9(2)(a)

---

Hi

Sorry I've removed myself due to the perceived conflict. Our manager Paul, cc'd will be in touch.

Thanks,  
9(2)(a)



s 9(2)(a)

9(2)(a)

Minister of Commerce and Consumer Affairs | Minister for Small Business and Manufacturing  
Minister of Statistics

s 9(2)(a)

Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

---

**From:** s 9(2)(a)  
**Sent:** Thursday, October 10, 2024 1:45 PM  
**To:** s 9(2)(a)  
**Subject:** Call from Andrew

Hi – I don't have the Ministers number to call him back.

Unfortunately, s 9(2)(a) does not wish to talk to the Minister. 9(2)(a) will be forwarding a copy of his letter to the Ministers email address within the next few minutes.

Sorry – but that's how we want to play this one out.

Thanks  
9(2)(a)

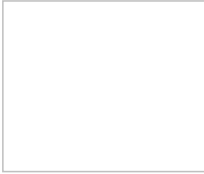
9(2)(b)(ii), 9(2)(a)

[Redacted content]

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**From:** s 9(2)(a)  
**To:** s 9(2)(a) Paul s 9(2)(a)  
**Subject:** FW: Letter - address  
**Date:** Thursday, 10 October 2024 12:14:00 PM  
**Attachments:** [image001.png](#)  
[image002.jpg](#)

---



9(2)(a)  
9(2)(a)  
Office of Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs | Minister for Small Business and Manufacturing  
Minister of Statistics  
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

---

**From:** 9(2)(a)  
**Sent:** Thursday, October 10, 2024 10:46 AM  
**To:** 9(2)(a)  
**Subject:** Letter - address

Hi 9(2)(a) – we have decided to send a letter to the Minister from 9(2)(b)(ii) thanking him for his visit but drawing his attention to a complaint we received from an employee 9(2)(a) has written a letter that we would attach. We feel that we need to support 9(2)(a) in getting his message across without drawing 9(2)(b)(ii) directly into the issue.

Can you provide me with the address to which we send the letter.  
Thanks

9(2)(b)(ii), 9(2)(a)  
[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

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# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



11 October 2024

s 9(2)(a)

9(2)(b)(ii)

Marlborough

Email: s 9(2)(a)

Dear s 9(2)(a)

Thank you for allowing me to visit your impressive facility last Thursday. I especially liked 9(2)(b)(ii) focus on growing New Zealand's exports. I would appreciate it if you would extend my gratitude to your team for kindly hosting me.

I also appreciate you bringing to my attention Mr s 9(2)(a) concerns. I was deeply saddened to learn I had unintentionally offended Mr s 9(2)(a). What had intended to be a sharing of a light hearted moment, has obviously caused great offence to him. I deeply regret misreading the situation, and unreservedly apologise to Mr s 9(2)(a). I would appreciate if you would convey to Mr s 9(2)(a) my sincere apologies.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly

**From:** [Andrew Bayly](#)  
**To:** s 9(2)(a)  
**Subject:** Apology  
**Date:** Friday, 18 October 2024 1:34:31 PM  
**Attachments:** [image001.jpg](#)

---

Dear s 9(2)(a)

I understand you have received the letter I sent to your employer on 11 October 2024, in which I expressed my regret for the hurt I caused you when we met.

I would like to apologise to you again unreservedly and would be grateful for the opportunity to speak with you to communicate this directly.

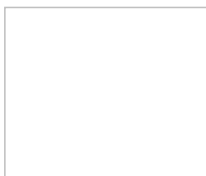
While I meant my comments in a light-hearted manner, I accept that they made you feel embarrassed and insulted. I got it wrong, and I deeply regret this. I am sorry.

I want to reassure you that I was not intoxicated when we met. Regardless, my behaviour was unbecoming of a government minister.

Please let me know if you feel it would be valuable for us to speak and when would suit you.

Yours sincerely,

Andrew



**Hon Andrew Bayly**

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

Phone: 04 817 6818  
Email: [Andrew.Bayly@parliament.govt.nz](mailto:Andrew.Bayly@parliament.govt.nz) Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)  
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

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**From:** [Andrew Bayly](#)  
**To:** [Hon Louise Upston](#)  
**Subject:** Declined: MEETING: Waikato MPs & Waikato Regional Council s 9(2)(a)  
**Attachments:** [image001.jpg](#)

---

My apologies. Unable to attend. PM visiting Port Waikato electorate today.

Andrew Bayly

MP for Port Waikato

Minister for Small Business and Manufacturing

Minister of Commerce and Consumer Affairs

Minister of Statistics

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**From:** [Andrew Bayly](#)  
**To:** s 9(2)(a)  
**Subject:** Re:  
**Date:** Saturday, 8 June 2024 12:01:43 PM

---

I have put my apologies in. Feeling sick today and would be wrong to be there

Hon Andrew Bayly  
Minister for Commerce & Consumer Affairs  
Minister of Small Business & Manufacturing  
Minister of Statistics  
MP for Port Waikato

---

**From:** s 9(2)(a)  
**Sent:** Saturday, June 8, 2024 11:53:56 AM  
**To:** Andrew Bayly <xxxxxx.xxxxx@xxxxxxxxxx.xxxx.xx>  
**Subject:**

Far ? Have you in front row rhs next to Helen Clark

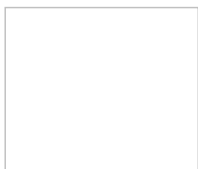
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**From:** [Andrew Bayly](#)  
**To:** [John s 9\(2\)\(a\)](#)  
**Subject:** RE: I'm getting Biffed?  
**Date:** Thursday, 30 May 2024 10:18:40 AM  
**Attachments:** [image001.jpg](#)

---

Thanks John. Sorry for the mix-up. Your donation is much appreciated.

Andrew



**Hon Andrew Bayly**

Member of Parliament for Port Waikato  
Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics

DDI: 04 817 6818  
Email: [A.Bayly@ministers.govt.nz](mailto:A.Bayly@ministers.govt.nz) Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)  
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

---

**From:** John s 9(2)(a)  
**Sent:** Thursday, May 30, 2024 8:16 AM  
**To:** Andrew Bayly <xxxxxx.xxxxx@xxxxxxxxxxx.xxxx.xx>  
**Subject:** Re: I'm getting Biffed?

Good morning Andrew ,

This is John s 9(2)(a)  
[Redacted]  
[Redacted]

Keep up the good work and may the BUDGET be well received today .

All the best ,

John .

On 29 May 2024, at 5:07 PM, Andrew Bayly <[xxxxxx.xxxxx@xxxxxxxxxxx.xxxx.xx](mailto:xxxxxx.xxxxx@xxxxxxxxxxx.xxxx.xx)> wrote:

s 9(2)(a)

Lovely to hear from you and thank you very much for your kind donation.

I hope s 9(2)(a) is not suffering too much. Every person I talk to regarding s 9(2)(a) tell me the same thing – how great they are!

Are you still living in s 9(2)(a) I've moved s 9(2)(a)

Kind regards

Andrew

<image001.jpg>

**Hon Andrew Bayly**

Member of Parliament for Port Waikato  
Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics

DDI: 04 817 6818  
Email: [A.Bayly@ministers.govt.nz](mailto:A.Bayly@ministers.govt.nz) Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)  
Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

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**From:** John s 9(2)(a)  
**Sent:** Wednesday, May 29, 2024 3:38 PM  
**To:** Andrew Bayly <xxxxxx.xxxxx@xxxxxxxxxx.xxxx.xx>  
**Subject:** Re: I'm getting Biffed?

Good afternoon Andrew ,

I have asked s 9(2)(a) to send \$ 500 towards your " TOSS YOUR BOSS " CAMPAIGN - a great cause - s 9(2)(a)

All the best ,

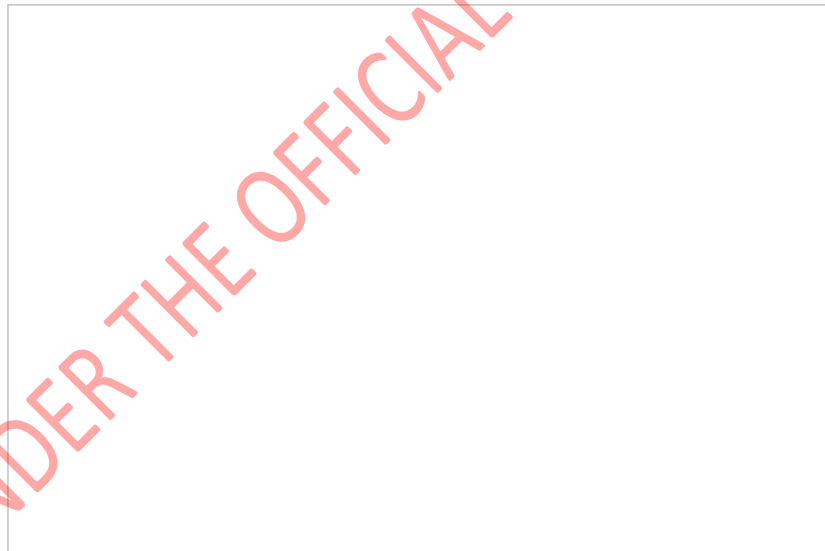
John .

On 29 May 2024, at 2:39 PM, Hon Andrew Bayly <xxxxxx.xxxxx@xxxxxxxxxx.xxxx.xx> wrote:

---

## Bayly gets the biff...

---



---

My hard-working Parliamentary team have decided to give me the biff... That's right. They have launched a campaign to biff me out of a plane to raise money for the Cancer Society.

The 'Toss your Boss' campaign encourages bosses around the country to raise \$1,000 for Cancer Society by doing a skydive jump.

With your help, I hope to smash the target and raise \$10,000.

<image002.png>

Many of you supported me the last time I set out to do something a little mad. In 2016 my son James and I raised \$10,000 for the Kōkako Recovery Programme by trudging 120km to the North Pole.



I'd really appreciate your support once again.

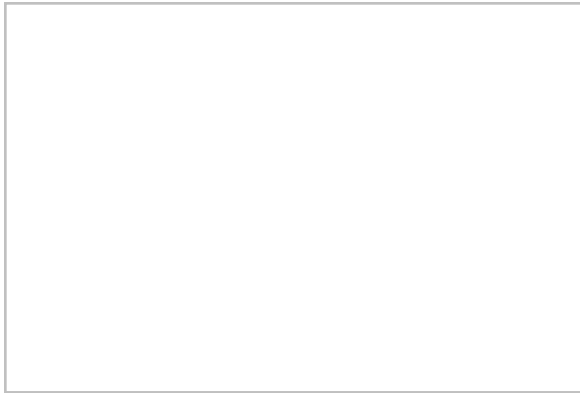
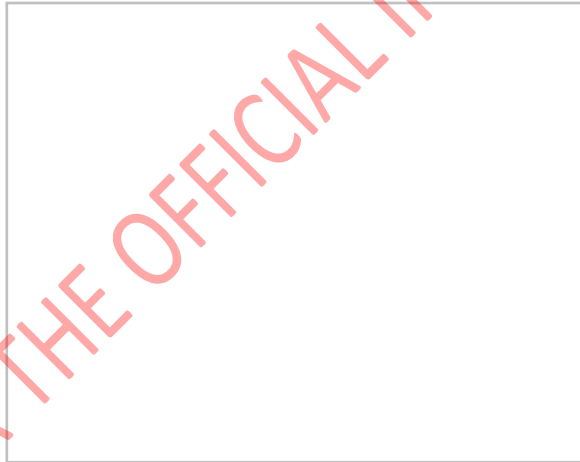
I don't need to tell you how wonderful the Cancer Society is. We all know how cruel cancer is. Your support will help fund cancer prevention and life-saving research.

With thanks,

Andrew

---

<image003.png>



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[View this email in your browser](#)

Authorised by Hon Andrew Bayly, Parliament Buildings, Wellington



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---

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**From:** [Andrew Bayly](#)  
**To:** s 9(2)(a)  
**Cc:** s 9(2)(a)  
**Subject:** Re: Bayly's eBulletin August 2024  
**Date:** Thursday, 22 August 2024 7:10:02 PM

---

s 9(2)(a)

I am so very sorry to hear that. I have to say he was very generous and will be greatly missed.

Unfortunately, I don't think I will be able to attend but I have copied in s 9(2)(a)

My condolences to you and the family

Andrew  
MP for Port Waikato

---

**From:** s 9(2)(a)  
**Sent:** Thursday, August 22, 2024 6:39:40 PM  
**To:** Andrew Bayly <xxxxxx.xxxxx@xxxxxxxx.xxx.xx>  
**Subject:** Re: Bayly's eBulletin August 2024

Hi Andrew  
My father, s 9(2)(a) died on s 9(2)(a). He was as a National man through and through. His funeral is on s 9(2)(a)  
Best regards  
s 9(2)(a)  
Sent from my iPhone

On 22 Aug 2024, at 6:00 PM, Andrew Bayly <x@xx> wrote:



Dear s 9(2)(a)

Welcome to this August edition of Bayly's eBulletin.

---

### **Delivering more competitive banking for Kiwis**

The Commerce Commission's final report into competition in the personal banking sector was released on 20 August and recommended a raft of regulatory and structural changes to drive more competition for the benefit of Kiwi consumers. It is the Government's intention to act on all 14 recommendations.

ComCom's 14-month market study proved what we have suspected for a long time – that New Zealand's banking sector is uncompetitive, and Kiwis are not being well served by the four big banks. They are highly profitable compared with international peers, they lack innovation, and do not aggressively compete for customers.

As a result, New Zealand bank customers face higher prices, fewer choices and poorer service, even when compared to customers of the same parent banks in Australia.

We are not wasting time with making the changes. We have already scrapped the overly prescriptive affordability regulations in the Credit Contracts and Consumer

Finance Act (CCCFA), so Kiwis will benefit from easier and faster loan processing.

We agree with the Commission that 'open banking' has the greatest potential to promote ongoing disruptive competition in the medium to long term and are committed to facilitating its uptake as quickly as possible. My Customer and Product Data Bill had its first reading in Parliament on 23 July (see below) and lays the foundation for open banking.

Open banking will make it easier for Kiwis to find services tailored to their needs and create room for innovative start-ups to challenge the big established banks.

It is the Government's intention to strengthen Kiwibank to become a more disruptive player. The Minister of Finance has signalled that she will ask Treasury to provide advice on how to explore new options for raising new capital by the end of this year, potentially involving KiwiSaver funds, New Zealand investment funds, and everyday New Zealanders. By raising new capital, we can empower Kiwibank to compete more effectively with the four big banks, ultimately benefiting all New Zealanders.



*At the announcement on 20 August – the Government intends to act on all 14 recommendations made by the Commerce Commission's final report into bank competition (Photos: Robert Kitchin/Stuff)*

---

### **Why a 'consumer data right' is needed**

While it can have far-reaching benefits for the economy, 'open banking' is not currently

possible in New Zealand without a consumer data right. A CDR is a data sharing framework whereby consumers may choose to give their permission to accredited data users to use the information held by a trusted third party, such as a bank, to develop a product that best suits their needs.

For example, Australian customers of Sharesies, a New Zealand founded investment app, can give permission to Sharesies to plug into their bank account and round up every transaction to a pre-selected amount and invest the difference. This micro approach to investing helps customers automatically build up savings.

Customers must give their explicit consent for their data to be shared. There will be rules to make sure that data requests are expressed in simple terms so that customers can understand what they are signing up for. To participate in the regime, businesses will have to be independently accredited and show that they meet the security standards. And there will also be a customer verification process: banks will have to verify that it is you making the request, not an impersonator.

The Government will play a limited role in this regime.

It is the Customer and Product Data Bill that will establish a consumer data right in New Zealand. Australia, the UK, and the EU all have, or will soon have, a consumer data regime like what is proposed by this Bill, which also has the support of our Privacy Commissioner.

It is time we caught up with the rest of the world and harnessed the benefits of the modern, digital economy.

The Bill has now been referred to the Economic Development, Science and Innovation Committee for consideration. Submissions are being accepted until 5 September (click [here](#)).

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*The Customer and Product Data Bill paves the way for greater choice for Kiwis through greater competition in sectors such as banking and electricity*

---

### **Improving the ease of doing business**

A project I have been working on for some time is starting to coalesce. At the beginning of this month, I announced a raft of reforms to the Companies Act which will modernise, simplify and digitise this important piece of legislation, with the aim of making New Zealand an easier and safer place to do business.

To rebuild the economy and increase the value of our exports, we need to ensure our companies are not hamstrung by out-of-date laws and onerous red tape, while also making sure there are safeguards in place to deter bad actors and dodgy business practices. The changes will also reduce the burden of compliance for businesses.

For example, there are a multitude of companies that have gone bankrupt, leaving behind debts, only for effectively the same company to pop up somewhere else under a different name. This is often referred to as 'phoenixing' and is clearly not fair or right. Our reforms include changes to improve insolvency law and combat phoenixing so that when companies go bust, it's fairer for creditors.



*Many companies a year engage in phoenixing activity, leaving behind unpaid employees and creditors*

Other changes will make it harder for directors to dodge their debts and continue practising. Company directors will be assigned a unique identification number which will improve transparency and make it easier for creditors and law enforcement to trace individuals.

Meanwhile, directors will have the option to remove their home address from the Companies Register which will address significant safety and privacy concerns, while still ensuring that directors are findable and accountable.

Because the Act has not been substantially updated in 30 years, it does not reflect the modern business environment, and in fact hampers growth and innovation. Our reforms will bring the law into the 21st Century and enable companies to focus on growing their core business, rather than retrofitting their practices to appease out-of-date legislation.

I spoke to Newstalk ZB's Mike Hosking about the changes – you can listen to the interview [here](#).

A second phase of reforms will include a review of directors' duties and related issues of director liability, sanctions, and more effective enforcement. It will look at the issues raised in the Mainzeal case, and will be an opportunity to look more widely at a number of related issues. Justice Minister Paul Goldsmith has recommended the Law Commission carry out the review, starting in 2025.

---

## Innovating to reduce manufacturing emissions

A new set of tools to support manufacturers to grow their business and reduce their emissions has been launched.

The Climate Action Toolbox is an online tool developed by MBIE and the Sustainable Business Network as part of a public-private partnership. It can be accessed online [here](#).

It includes an emissions calculator to help businesses set targets and monitor progress. It also includes tailored plans and advice on tangible steps that businesses can take to reduce their emissions.

A new report and dataset that maps the sector's emissions and waste patterns have also been launched. The 'Mapping Emissions and Waste Stream Profiles, and Opportunities for Achieving Net-Zero Circular Advanced Manufacturing' report was commissioned by MBIE and created by Aurecon, Thinkstep-anz, and the Sustainable Business Network. It is available on MBIE's [website](#).

Researchers and entrepreneurs can use this information to understand the current state of play and opportunities for innovation.

With better data, manufacturers will be able to make more informed decisions on reducing emissions.

Globally there is increasing demand for low-carbon manufactured products. Our agile and innovative manufacturers with their strong green reputation and access to relatively low-carbon electricity are well positioned to take advantage of this demand.

Our Government is committed to a market-led approach that uses the latest technology and innovation so that we can grow the economy and increase our productivity, while also driving down emissions.

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*I visited JD McLennan's operations with Lower Hutt MP Chris Bishop in July. They manufacture air bridges and have contracts to supply airports in Sydney and Western Australia*

---

### **The Prime Minister's visit to Port Waikato**

It was wonderful to have the Prime Minister visit the Port Waikato electorate on Tuesday 13 August. We took him to Concretec in the morning to meet the team. Concretec is one of Auckland's largest suppliers of pre-cast concrete panels and other products that are used in residential, commercial and industrial buildings and structures.

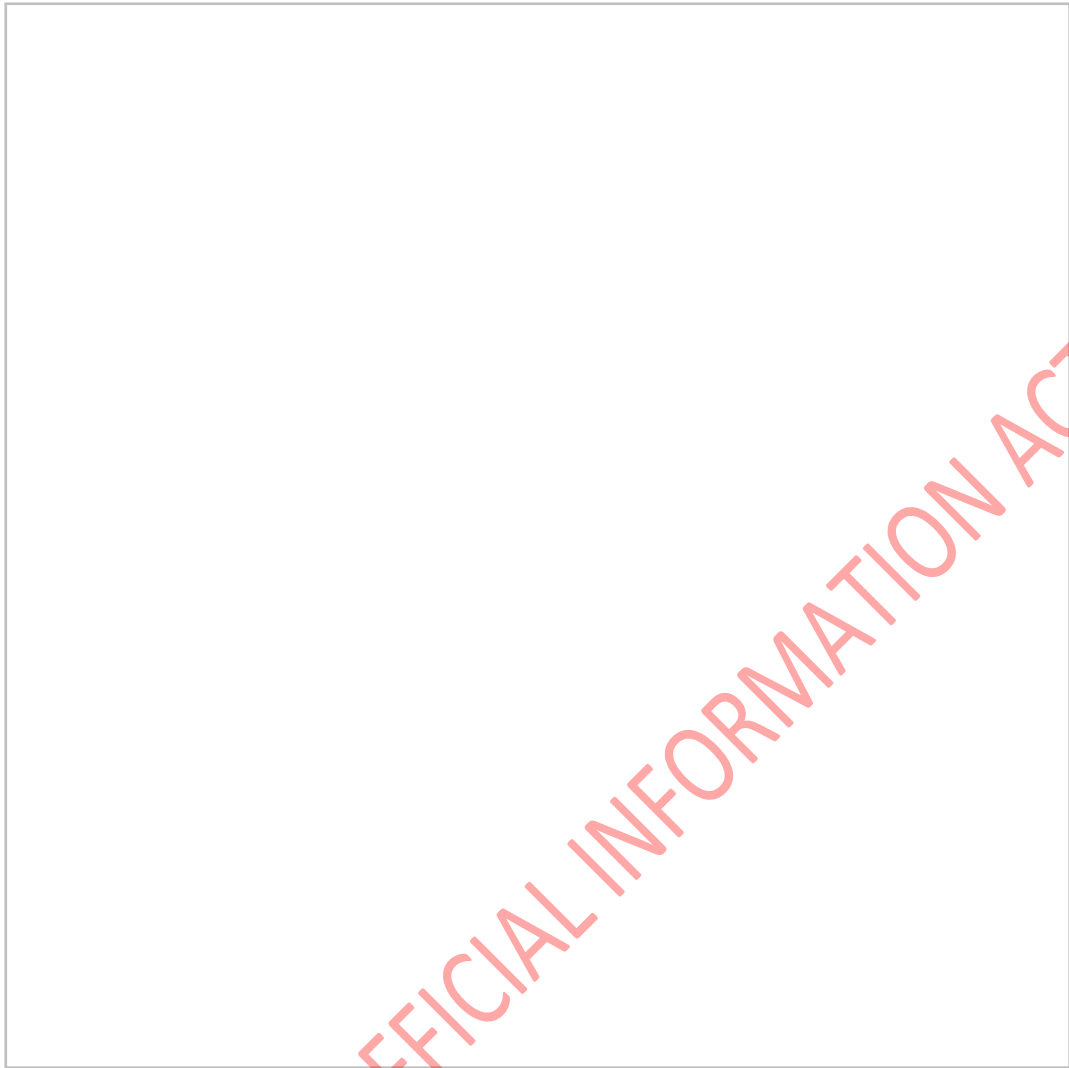
Located off Ridge Road above Pōkeno, the company has several large buildings in which they fabricate their products, and they were delighted to be able to show the PM around and introduce him to some of the workers. The PM was especially interested in the precast panels that Concretec manufactures for Kāinga Ora, many of which are visible on the new homes going up around Franklin.

Everyone met afterwards for morning tea before we left for a fundraiser lunch in Pukekohe. This was a sellout event and my thanks go to everyone from the Port Waikato branch who helped make the lunch such a success.



*Morning tea with the Prime Minister and the Concretec team*

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*Our Mid Winter Fundraiser Lunch with the Prime Minister was a sellout event*

---

Kind regards



Andrew Bayly  
<https://www.national.org.nz/>

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This email was sent to **s 9(2)(a)**. We believe that email is one of the best ways to stay in touch with our members & supporters, but you can [click here if you would like to unsubscribe](#) from these messages.

If you're not interested in continuing to receive email updates, there are other ways to stay connected. You can follow us on [Facebook](#) or [Twitter](#).

Authorised by Andrew Bayly, 7 Wesley Street, Pukekohe

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22 April 2024

s 9(2)(a)

CCAB 2324-072

Dear Bernd,

## Concerns about the existence of a company

Thank you for your email of 29 February 2024 about the trouble you have had with receiving your promised returns from your investment with Ravenscliff Limited. I am sorry to hear of your current situation and thank you for bringing this to my attention.

Firstly, I am sorry to tell you that it appears to my officials that Ravenscliff Limited could be an investment scam. The NZBN number that Ravenscliff Limited has provided seems to belong to another company, and there is no company registered on the New Zealand Companies Register with the name Ravenscliff Limited. The physical address they provide on their website does not exist so they may not have a presence in New Zealand.

I would encourage you to stop all contact with representatives of Ravenscliff Limited, including conducting further financial transactions and/or providing personal details to them. You could also contact your bank or other transfer service to see if there is anything they can do to help.

Please contact the New Zealand Financial Markets Authority (FMA) at <https://www.fma.govt.nz/scams/report-a-scam/> to report this as a suspected scam. The FMA will likely investigate the scam based on the information you provide, alongside their own enquiries. Please provide them with as much information as possible, including:

- A brief overview of what has happened, the amount you have lost, who was involved (name, websites etc) and how you were contacted.
- If available, please provide any supporting information such as emails, screenshots, brochures, PDFs, and any relevant links.

Please note that the FMA is unable to help you with the recovery of your funds but can provide advice or put you in touch with someone who can help. They are also limited in what they can do if the scammers are overseas, but if they are in New Zealand they can investigate and warn others.

Thank you again for writing to me about this, and once again I am sorry to hear of your situation. I wish you all the best.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs



12 July 2024

s 9(2)(a)

CCAB 2324-117

Dear Bill

## Banking regulations and scams

Thank you for your email of 14 March and 18 April 2024 regarding banking practices and changes to banking regulations in terms of scams.

I was sorry to hear of the experience you outlined in your email. As a Minister I cannot intervene in individual situations directly. However, I can provide some information that is hopefully of use.

I want to assure you I take matters regarding bank conduct seriously. The Financial Markets Authority undertook reviews into the conduct and culture of banks and life insurers in New Zealand, in 2018 and 2019, respectively. This led to the introduction of the Financial Markets (Conduct of Institutions) Amendment Act 2022 which is due to come into force in 2025. This will require all banks, insurers, and non-bank deposit takers to be licensed by the Financial Markets Authority and have robust systems in place across their business to ensure they always treat consumers fairly.

If the person you mention in your email is still having issues with their bank in relation to the transfer of funds, they have the right to complain to the Banking Ombudsman Scheme (the Banking Ombudsman), which considers complaints relating to banking matters. This is an independent scheme that is free of charge for consumers to use. Before a dispute can be considered by the Banking Ombudsman a consumer must first raise the dispute directly with their bank to give them an opportunity to resolve it. Once the bank's review of the complaint is complete, if they are still dissatisfied with the result or the way the bank has handled it, they can get in touch with the Banking Ombudsman who will then be able to consider the complaint.

The increasing prevalence of scams is an area I am focused on. It is my expectation that banks will take the issue of fraud and scams seriously. However, it is still important that account holders are able to access their accounts for legitimate purposes.

In February I outlined my expectations for the banking sector; you can find this here: <https://www.mbie.govt.nz/dmsdocument/28096-strengthening-bank-processes-and-consumer-protections-against-scams-open-letter-to-the-new-zealand-banking-industry-pdf>.

This includes:

- introducing a Confirmation of Payee system so consumers can easily check where and who they are sending money to;
- updating the Code of Banking Practice so consumers have adequate protections when things go wrong; and
- investigating a voluntary reimbursement scheme for victims of authorised payments scams.

I am closely watching the banking sector and have set in place deadlines for the end of the year, otherwise I have been clear that I will consider mandating a code of banking practice.

Thank you again for writing.

Yours sincerely,



Hon Andrew Bayly  
**Minister of Commerce and Consumer Affairs**

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



21 August 2024

s 9(2)(a)

CCAB 2425-032

## Carrier insurance

Thank you for your emails of 15 and 20 July 2024 to Hon Simeon Brown. They have been forwarded to me, as Minister of Commerce and Consumer Affairs, as your concerns fall within my portfolio.

Firstly, I am sorry to hear about your situation. The liability of a carrier for damage to goods is agreed between the person contracted to carry goods for another person (the carrier) and the person contracting the carrier, in this case, your client. There is no requirement for carriers to hold insurance. This is likely because of concerns that if carriers were required to hold full insurance for all carried goods, this would likely be expensive to purchase, and those costs would be passed on to all businesses and consumers making use of carriers. In addition, as you note, insurance proceeds would still only go to the carrier, to be passed on to the person who contracted with the carrier in accordance with their contract.

I note you also said that the accident was not reported to the New Zealand Police or WorkSafe. Under section 22 of the Land Transport Act 1998, if a person is injured in a road accident, the driver must report the accident to New Zealand Police as soon as reasonably practicable. In any case, it must not be later than 24 hours after the time of the accident, unless the driver or rider is incapable of doing so by reason of injuries sustained in the accident. The owner of damaged property must also be informed.

Under the Health and Safety at Work Act, certain incidents need to be notified by a person conducting a business or undertaking (PCBU) to WorkSafe, typically those involving injuries that require immediate medical treatment: <https://www.worksafe.govt.nz/notifications/what-events-need-to-be-notified/>. If the person transporting the excavator sustained injuries and the relevant authorities were not notified, you could also make a complaint to WorkSafe or the New Zealand Police.

I understand you have received legal advice but are not intending to take legal action. I hope that you are able to find some other resolution to your situation. Thank you for taking the time to write and I appreciate you sharing your concerns.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
**Minister of Commerce and Consumer Affairs**





9 September 2024

s 9(2)(a)

CCAB 2425-047

Dear Damon

## Debt-to-income ratio

Thank you, Damon, for your email of 22 July 2024 to Hon David Seymour regarding the National-ACT coalition commitment to rewriting the Credit Contracts and Consumer Finance Act 2003 (CCCFA) and your question about any Government's future work on debt-to-income (DTI) ratios. It has been passed to me, as Minister of Commerce and Consumer Affairs, as your questions fall within my portfolio. I am sorry to hear that you are currently defaulting on your mortgage repayments.

For lending decisions, the CCCFA covers a range of transactions where money is loaned for personal use. It does not apply to business loans (eg rental properties), although in practice many lenders choose to follow similar lending and affordability assessment processes.

To simplify and streamline the consumer credit regulatory landscape, I recently announced a package of financial services reforms. These reforms will give lenders more flexibility in lending decisions. Since 31 July 2024, 11 pages of the CCCFA overly prescriptive affordability regulations have been revoked. This change will significantly reduce the compliance burden for lenders and make it easier for New Zealanders to access consumer credit they can afford.

In addition, I have announced a second phase of reforms that will involve a more substantive review of the CCCFA to simplify regulations of financial services and remove undue compliance costs while protecting consumers. Regarding DTI ratios, the Reserve Bank set new rules that apply from 1 July 2024 to new lending for residential properties, including both owner-occupiers and investors. This measure aims to mitigate financial risks from a booming property market and high household debt.

While I acknowledge your concerns about these rules, the Government does not plan to reform this area in the short term. Instead, the focus is on delivering the financial services reforms to improve access to credit and reduce the regulatory compliance burden on lenders. The Government will also be taking into consideration the Commerce Commission's final market study report on banking competition to ensure New Zealanders get competitive banking services, fair interest rates, and good access to loans.

Thank you again for taking the time to write.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. H. Bayly', written in a cursive style.

Hon Andrew Bayly  
**Minister of Commerce and Consumer Affairs**

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982



11 September 2024

s 9(2)(a)

CCAB 2425-062

Dear Darren

## Early Withdrawal Application of KiwiSaver

Thank you for your letter of 19 August 2024 by Rt Hon Christopher Luxon and Hon Nicola Willis regarding access to your KiwiSaver savings. Your correspondence has been forwarded to me as the matters you have raised relate to my portfolio responsibilities as Minister of Commerce and Consumer Affairs.

Firstly, allow me to express my sympathies for your situation. I am sorry to hear you are experiencing pain that causes you difficulties, including preventing you from employment.

As a Minister of the Crown, I am unable to intervene in your individual situation as early withdrawal decisions are matters for KiwiSaver supervisors to be made on the grounds set out in legislation. However, I hope I can provide you with an explanation of the KiwiSaver system which may be of use to you.

KiwiSaver is a long-term retirement savings vehicle for New Zealanders. The fundamental purpose of the scheme is to encourage long-term savings habits and asset accumulation that will support New Zealanders' well-being and financial independence in retirement. To ensure good retirement savings outcomes, a high bar needs to be met for an early withdrawal. Accordingly, there are only a limited number of circumstances in which individuals can withdraw their KiwiSaver funds early. Criteria for withdrawal are deliberately strict to ensure members do not miss out on the benefits of compounding growth in savings and investment returns for their retirement.

If you are dissatisfied with the result of your early withdrawal application, you have the right to complain to a financial dispute resolution scheme. These are independent schemes that are free of charge to you. Your KiwiSaver provider will be a member of one of these schemes and will have information on their website on how to make a complaint. However, before your dispute can be considered a scheme like this, you must first give your KiwiSaver provider a chance to resolve it. Once your KiwiSaver provider's review of your complaint is complete, if you are dissatisfied with the result or the way they have handled it, you can get in touch with dispute resolution scheme who will then be able to consider your complaint.

In the meantime, if you are struggling to meet your minimum living expenses you could contact MoneyTalks. This is an independent and confidential service which is completely free. They can talk you through your options for covering the essentials or getting on top of debts, including access to affordable loans and other help. They can be reached at [www.moneytalks.co.nz](http://www.moneytalks.co.nz) or by calling 0800 345 123.

You could also contact Work and Income New Zealand which provides moving costs grants. You can find more information here: <https://www.workandincome.govt.nz/housing/move-house/moving-costs.html>

Thank you for getting in touch with me and I am sorry that the process has been unsatisfactory for you.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. H. Bayly', written in a cursive style.

Hon Andrew Bayly  
**Minister of Commerce and Consumer Affairs**

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



17 July 2024

s 9(2)(a)

CCAB 2324-145

Dear Denise,

**Travel experience with** 9(2)(b)(ii)

Thank you for your email of 8 May 2024 to Hon Matt Doocoy regarding your recent experience with 9(2)(b)(ii). It has been forwarded to me, as Minister of Commerce and Consumer Affairs, as your concerns fall within my portfolio.

I am sorry to hear that your travel conditions and the handling of your complaint by 9(2)(b)(ii) did not meet your expectations. As Minister of Commerce and Consumer Affairs, I am unable to intervene in individual cases. However, I can provide you with some further information that might be useful to you.

On the 9(2)(b)(ii) website, it is stated that 9(2)(b)(ii)

you might be entitled to a partial refund from 9(2)(b)(ii)

The Fair Trading Act 1986 prohibits misleading or deceptive conduct in relation to services. If you consider there has been misleading or deceptive conduct, you may wish to take the matter to the Disputes Tribunal, which is an informal, inexpensive, quick forum to resolve claims involving services up to \$30,000. More information can be found here: [www.disputestribunal.govt.nz/how-to-make-a-claim/](http://www.disputestribunal.govt.nz/how-to-make-a-claim/). You can also complain to the Commerce Commission, responsible for enforcing the FTA, by calling 0800 943 600, online at <http://www.comcom.govt.nz/the-commission/making-a-complaint/> or via post at PO Box 2351, Wellington 6140.

It is important to note that the Commerce Commission does not act on behalf of individuals and cannot investigate every complaint. However, its investigations do help make sure businesses are complying with the law.

I hope that this information is helpful to you. Thank you for taking the time to write.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



10 May 2024

s 9(2)(a)

CCAB 2324-107

Dear Eric,

## Kiwi Bank Fraud

Thank you for your email of 4 April 2024 to Hon Brooke van Velden. Your correspondence has been passed on to me as it falls under my portfolio responsibilities as Minister of Commerce and Consumer Affairs.

I am sorry to hear of your experience and the trouble you have faced. The increasing prevalence of scams is an area I am focussed on in my portfolio.

On 29 February 2024, I issued an open letter to the banking sector, setting out my expectations for the industry to better protect consumers from scams. This included but was not limited to; updating the Code of Banking Practice to better provide scam protection measures and introduce a voluntary reimbursement scheme for victims of authorised payment scams.

Consumer Protection outlines the best steps to take if you have been scammed, including reporting the scam to CERT NZ. You can find their resources here:  
<https://www.consumerprotection.govt.nz/general-help/scamwatch>.

Netsafe also offers a comprehensive guide if you believe your personal data has been breached. They suggest the following, including but not limited to:

- checking the Identity Theft Checklist at [https://www.dia.govt.nz/diawebsite.nsf/Files/EOI/%24file/identity theft checklist pdf-a.pdf](https://www.dia.govt.nz/diawebsite.nsf/Files/EOI/%24file/identity%20theft%20checklist%20pdf-a.pdf);
- undertaking a credit check to see if there has been any suspicious activity using your name; or
- contacting iDCare on 0800 121 068.

Thank you again for your email and I hope you find this information helpful.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs



17 October 2024

s 9(2)(a)

CCAB 2425-096

Dear Glenn,

## KiwiSaver withdrawal

Thank you for your email of 9 September 2024 to Hon Louise Upston about withdrawing your KiwiSaver balance due to financial hardship. This has been transferred to me as the matters you raised more closely align with my Commerce and Consumer Affairs portfolio.

First, allow me to express my sympathies for your situation. I am sorry to hear of your situation and I appreciate how financial stress can significantly affect your mental wellbeing.

As a Minister, I am unable to intervene in your individual situation as hardship withdrawal decisions are matters for KiwiSaver supervisors to be made on the grounds set out in legislation. However, I hope I can provide you with some information which may be of use to you.

KiwiSaver is a long-term retirement savings vehicle for New Zealanders. The fundamental purpose of the scheme is to encourage long-term savings habits and asset accumulation that will support New Zealanders' well-being and financial independence in retirement. To ensure good retirement savings outcomes, a high bar needs to be met for an early withdrawal. The purpose of the significant financial hardship withdrawal category is to alleviate genuine hardship with serious impact on a member's financial position. Examples include the inability to pay minimum living expenses (eg groceries, accommodation, basic clothing, transportation), cost of medical treatment for an illness or injury, or the cost of palliative care. The criteria for withdrawal are deliberately strict to ensure members do not miss out on the benefits of compounding growth in savings and investment returns for their retirement.

If you do not consider that your application has been considered properly, you have the right to complain to the Banking Ombudsman Scheme (the Ombudsman), which considers complaints relating to banking matters. However, before your dispute can be considered by the Ombudsman you must first raise the dispute directly with your bank to give them a chance to resolve it. Once your bank's review of your complaint is complete, then if you are dissatisfied with the result or the way your bank has handled it, you can get in touch with the Ombudsman who will then be able to consider your complaint.

I am sorry to hear you have been experiencing difficulties with your bank on this matter. I want to assure you that I take matters of banking conduct seriously. Legislation is due to come into force in early 2025 that will ensure banks, insurers and non-bank deposit takers treat their customers fairly.

The Financial Markets (Conduct of Institutions) Amendment Act 2022 will require all banks, insurers, and non-bank deposit takers to be licensed by the Financial Markets Authority and have robust systems in place across their business to ensure they always treat consumers fairly.

Thank you for taking the time to write about this issue. I hope you have found the above information useful.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. H. Bayly', written in a cursive style.

Hon Andrew Bayly  
**Minister of Commerce and Consumer Affairs**

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982



# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



3 July 2024

s 9(2)(a)

CCAB 2425-003

Dear s 9(2)(a)

## Bankruptcy Register

Thank you for your email of 5 June 2024 regarding your bankruptcy.

I am sorry to hear of your situation. The Official Assignee has informed me that you have been in contact with them regarding finding a resolution to your bankruptcy status. Your available options have been communicated to you, as there is no evidence that your statement of affairs was received by the Official Assignee. In *Mckee v Official Assignee* [2013] NZHC 340 at [19], Associate Judge R M Bell said:

*"In the end the bankrupt carries a responsibility for ensuring that the statement of affairs reaches the Official Assignee's office and the bankrupt carries the consequences if the documents do not reach the Official Assignee's office in time."*

If you are still experiencing an issue, the Official Assignee have a dispute resolution process where a bankrupt can outline their concerns. If the concern cannot be resolved with the Insolvency Officer directly, there is the option of requesting the decision to be reviewed by a more senior staff member.

Details on this process can be found at:

<https://www.insolvency.govt.nz/support/dispute-resolution-process/>.

The administration of bankruptcies is an operational matter for the Official Assignee, who is an independent statutory officer established under the Insolvency Act 2006 and subject to supervision by the High Court. As such, I am unable to intervene or provide advice in this matter.

Thank you for your correspondence and I wish you well.

Yours sincerely

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



17 October 2024

s 9(2)(a)

CCAB 2425-108

Dear Helen,

## KiwiSaver withdrawals

Thank you for your email of 13 September 2024 to the Prime Minister, Rt Hon Christopher Luxon, sharing your daughter's situation and questions about KiwiSaver withdrawals. Your correspondence was referred to me as it aligns more closely with my responsibilities as Minister of Commerce and Consumer Affairs.

First, allow me to express my sympathies for your situation. I am sorry to hear about your daughter's circumstances. Unfortunately, as a Minister of the Crown, I am unable to intervene in you or your daughter's individual situation as KiwiSaver withdrawals are decided by statutory supervisors on grounds set out in legislation. However, I may be able to provide information to shed light on the KiwiSaver settings.

KiwiSaver is a long-term retirement savings vehicle for New Zealanders. The fundamental purpose of the scheme is to encourage long-term savings habits and asset accumulation that will support New Zealanders' well-being and financial independence in retirement. To ensure good retirement savings outcomes, there are only a limited number of circumstances in which individuals can withdraw their funds early, and the criteria for withdrawal are deliberately strict to ensure members do not miss out on the benefits of compounding growth in savings and investment returns for their retirement.

I understand from your letter that your daughter previously used her KiwiSaver to purchase a first home. Unfortunately, the KiwiSaver scheme does not allow a person to make a second withdrawal from their KiwiSaver to buy a home. This limitation exists because if members were able to make multiple early withdrawals, it could result in worse retirement savings outcomes for those members. This would undermine the core purpose of KiwiSaver as a retirement savings scheme.

I am sorry this is not of more help to your daughter's situation. Thank you for taking the time to write and I wish you and your daughter all the best.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



22 April 2024

s 9(2)(a)

CCAB 2324-073

Dear John,

## Concerns about loopholes in insurance policy

Thank you for your email of 1 February 2024 to Hon David Seymour about your concerns about loopholes in your insurance policy. Your correspondence was transferred to me for response as the issues you raised fall under my portfolio responsibilities as Minister of Commerce and Consumer Affairs.

Firstly, I am sorry to hear about your daughter's accident and hope she is doing okay. I also acknowledge that it must be frustrating having to pay a higher excess on your daughters claim if she was not at fault. As a Minister, I am unable to intervene in individual insurer's decisions. However, I can provide some advice which I hope is of use.

Car insurers know that young drivers are statistically more likely to be involved in accidents than experienced drivers. This means the cost of policies for younger drivers is higher to balance out the higher risk. This cost may take the form of a higher premium or a higher excess. The policy price, and excess, is typically set on the likelihood of an insurable event occurring, rather than whether or not the policyholder was at fault. This approach is necessary so insurers can continue to provide insurance cover.

You may also be interested to know that I am undertaking work to reform various aspects of insurance law to ensure that it is working well for individuals and businesses. More information about this can be found here:

<https://www.mbie.govt.nz/business-and-employment/business/financial-markets-regulation/insurance-contract-law-review/>.

Thank you again for writing to me about this and I wish you all the best.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



12 June 2024

s 9(2)(a)

CCAB 2324-139

Dear John,

## Request for a banking inquiry

Thank you for your email of 7 May 2024 requesting a banking inquiry. I was sorry to read of the difficulties you have experienced.

The Coalition Government is committed to delivering better banking outcomes and a more productive economy for New Zealanders.

From the Coalition Agreement made between National and New Zealand First, the Government has committed to a Select Committee Inquiry into banking competitiveness, customer services, and profitability. Scoping and sequencing details for the Inquiry are currently being worked through. You may also be interested to know that the Primary Production Committee has initiated a briefing to investigate practices in rural banking lending. The briefing is still in its initial stages and its terms of reference are being considered.

Separately, the Commerce Commission (the Commission) is currently undertaking a market study into personal banking services. This study will consider a range of matters to assess whether competition for personal banking services in New Zealand are working well, and if not, what can be done for improvement. Some rural banking issues are being addressed by the Commission through this study. You can see the draft report and share your views on the Commission's website here: <https://comcom.govt.nz/about-us/our-role/competition-studies/market-study-into-personal-banking-services/> nocache.

A final copy of the report will be published by 20 August 2024, after which the Government will decide how to respond to the findings and recommendations.

Thank you for taking the time to write about this issue.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
**Minister of Commerce and Consumer Affairs**

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



24 July 2024

s 9(2)(a)

CCAB 2425-002

Dear Jon,

## Insurance dispute resolution issue

Thank you for your email of 31 May 2024 and for your kind words about this Government. I am sorry to hear about the stressful experiences you have gone through with your car insurance. As a Minister of the Crown, I am afraid I cannot intervene in individual situations directly. However, I can provide you with some information which I hope will be of assistance.

I want to assure you I take matters regarding insurer conduct seriously. The Financial Markets (Conduct of Institutions) Amendment Act 2022 is due to come into force in 2025. This legislation will require all insurers, banks, and non-bank deposit takers to be licensed by the Financial Markets Authority and have robust systems in place across their business to ensure they always treat consumers fairly, including when handling claims.

I have also recently introduced the Contracts of Insurance Bill to modernise insurance law and make it easier for everyday consumers to get insurance and make a claim. The Bill will require policies to be written in simple terms to make it easier for consumers to read and understand them. You can follow the Bill as it progresses through Parliament here: <https://bills.parliament.nz/v/6/019dad64-3f9e-46b8-5cd9-08dc67f794e8>.

While I do not have a role in handling, determining, or intervening in individual complaints made about a scheme, I have passed on your email to officials at the Ministry of Business, Innovation and Employment, which logs and monitors issues that are raised about financial dispute resolution schemes. If you would like to provide my officials with copies of your correspondence with IFSO you can email them to [financialmarkets@mbie.govt.nz](mailto:financialmarkets@mbie.govt.nz). This would help officials in understanding your concerns.

I understand you withdrew your complaint from the Insurance and Financial Services Ombudsman (IFSO) due to concerns about their decision-making processes. However, if you are unhappy with the service that IFSO offered you, I encourage you to make a formal complaint with IFSO by emailing [info@ifso.nz](mailto:info@ifso.nz) or calling 0800 888 202. In relation to your concerns about IFSO's compliance with the Privacy Act 2020, if you are not able to resolve matters with IFSO directly, you can complain to the Privacy Commissioner. More information about this process is available here: <https://www.privacy.org.nz/your-rights/making-a-complaint-to-the-privacy-commissioner/>.

You could also consider exploring legal options in relation to a claim against your insurer or against the car mechanic, for example filing a claim with the Disputes Tribunal. You may wish to reach out to your local Community Law office for free legal help in the first instance. More information about Community Law is available here: <https://communitylaw.org.nz/free-legal-help/>.

Finally, you may be interested to know that I am currently conducting a review of the financial dispute resolution schemes, as part of a package of financial services reforms. The intention of this review is to ensure these schemes are performing effectively and to support consumer access to the schemes. You can find out more about the review here:

<https://www.mbie.govt.nz/business-and-employment/business/financial-markets-regulation/2024-financial-services-reforms>.

Thank you again for writing. I hope you have found the information useful, and I am sorry that the process has been unsatisfactory for you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. H. Bayly'.

Hon Andrew Bayly  
**Minister of Commerce and Consumer Affairs**

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



23 July 2024

s 9(2)(a)

CCAB 2324-152

Dear Frances,

## Complaint against 9(2)(b)(ii)

Thank you for your email of 17 May 2024 to Minister of Transport, Hon Simeon Brown, regarding your father's experience with 9(2)(b)(ii). Your correspondence has been forwarded to me as the matters you have raised relate to my portfolio responsibilities as Minister of Commerce and Consumer Affairs.

I am sorry to hear about your father's recent travel experience. Generally, if a flight is delayed for reasons within the airline's control, the passenger is entitled to compensation for any loss or damage caused by the delay. If a delay is caused by reasons outside the airline's control, such as weather events, the terms and conditions of the ticket will specify the available remedies. Similarly, under the Consumer Guarantees Act 1993 (CGA), services must be carried out with "reasonable care and skill". Compensation may be owed for any loss or damage caused by breach of this guarantee, which could include emotional harm. More information on consumer rights relating to flights can be found here: <https://www.consumerprotection.govt.nz/help-product-service/travel-and-events/cancellations-delays#your-rights>.

If you believe that your father's rights have been breached, you may wish to attempt to resolve the matter with 9(2)(b)(ii) directly. If you are unable to resolve the matter with 9(2)(b)(ii) directly, you may wish to consider the Disputes Tribunal as an informal, inexpensive, quick forum to resolve claims involving products, services, or property up to \$30,000. More information can be found here: [www.disputestribunal.govt.nz/how-to-make-a-claim/](http://www.disputestribunal.govt.nz/how-to-make-a-claim/). There is an application fee, which is \$45 if the total amount sought under the claim is less than \$2,000.

You also asked about whether 9(2)(b)(ii) could insist on your father making a claim through travel insurance. Your father may need to rely on travel insurance if the delay was caused by factors outside the control of the airline. Otherwise, 9(2)(b)(ii) is responsible for providing any compensation. Travel insurance policies often require that the passenger seek compensation from the airline, before making any claim. It may pay to check the policy wording of your father's travel insurance policy to see how it applies in his situation.

Thank you again for writing, and I wish you and your father well.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs



30 July 2024

s 9(2)(a)

CCAB 2425-010

Dear Lindsay,

## Proposed changes to the Incorporated Societies Act

Thank you for your email to Ministers of 10 June 2024 regarding your concerns about the new Incorporated Societies Act 2022. I am responding as the 2022 Act falls within my Commerce and Consumer Affairs portfolio.

The aim of the 2022 Act is to place a modern and clear legal, governance, and accountability framework for incorporated societies and those who run them. It replaces the previous Act, which was enacted in 1908, more than 110 years ago. The Law Commission had reviewed the previous Act and found that, while the Incorporated Societies Act 1908 had been largely successful, it was out of date and deficient in several important respects. In deciding to develop the 2022 Act, the government agreed with the Law Commission's view that the fundamentals of incorporated societies should remain unchanged but with updates to the legislation to ensure it is fit for purpose now and into the future.

I am keen to ensure a successful transition to the 2022 Act for societies, as are the Companies Office who are responsible for the Incorporated Societies Register. We appreciate that this may be a time of confusion and uncertainty for incorporated societies. I am sorry to hear this is causing stress to the societies that you are associated with. To ease the reregistration process, a long transition period has been put in place, meaning that societies have until early April 2026 to reregister under the 2022 Act. Until a society has reregistered, it remains subject to the Incorporated Societies Act 1908.

The Companies Office website has resources available to support societies to prepare their constitution and reregister during the transition period. This includes a law changes hub: [Law changes for incorporated societies | Incorporated Societies \(companiesoffice.govt.nz\)](#), webinars and updating the constitution builder to account for the requirements in the 2022 Act: [Constitution Builder \(companiesoffice.govt.nz\)](#). Notwithstanding this, I am investigating whether the threshold for requiring audited financial statements and other requirements for Incorporated Societies are appropriate.

I hope that these resources will be useful to you in this process.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs





22 April 2024

s 9(2)(a)

CCAB 2324-078

Dear Mark

## KiwiSaver withdrawal rules

Thank you for your email of 1 March 2024, to Hon Nicola Willis, regarding the rules around KiwiSaver withdrawals. I am replying to you as the issue you raise falls within my ministerial responsibilities as Minister of Commerce and Consumer Affairs.

I was sorry to hear about your recent injury. As a Minister, I am unable to intervene in your individual situation. This is because hardship withdrawal decisions are matters for KiwiSaver supervisors to consider and must be made on the grounds set out in legislation. However, I hope I can provide you with some information which may be of use to you.

KiwiSaver is a long-term retirement savings vehicle for New Zealanders. The overarching purpose of the scheme is to encourage long-term savings habits and asset accumulation that will support New Zealanders' well-being and financial independence in retirement. Accordingly, as a general rule, funds are only able to be withdrawn once the age of retirement is reached (currently 65). This is to ensure funds are able to benefit from compounding interest over a long period of time.

A limited number of exceptions exist which allow individuals to withdraw their KiwiSaver funds early. The criteria for withdrawal under these circumstances are deliberately strict to ensure members do not miss out on the benefits of compounding growth in savings and investment returns for their retirement. Among other things, funds can be withdrawn early if you suffer from an injury, illness or disability that prevents you from working at a job you are suited to, or if you are experiencing significant financial hardship. Based on the information you have given me, you may qualify for one or both early withdrawal exceptions. I suggest you speak to a financial mentor or advisor to understand your options more fully, if you have not done so already.

Thank you again for writing.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
**Minister of Commerce and Consumer Affairs**

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



12 June 2024

s 9(2)(a)

CCAB 2324-133

Dear Matt,

## Refund process with 9(2)(b)(ii)

Thank you for your email of 29 April 2024 to the Minister of Transport, Hon Simeon Brown. Your correspondence was transferred to me for response as the issues you raise fall under my portfolio responsibilities as Minister of Commerce and Consumer Affairs. I am sorry to hear of your experience flying with 9(2)(b)(ii) and acknowledge your frustration at the situation.

As a Minister of the Crown, I am not able to intervene in commercial decision of a business. However, here is some information that you may find helpful.

Under the Montreal Convention and the Civil Aviation Act (CAA), if the flight is delayed for reasons within the airline's control, you are entitled to the lower amount between a reimbursement of up to ten times the cost of the ticket, or the actual costs of delay.

If the flight is delayed for reasons outside of the airline's control, the CAA does not require the airline to refund your ticket or reimburse your costs. More information on your rights can be found here: <https://www.consumer.org.nz/articles/your-rights-when-travelling>.

Your rights to refund can also depend on the terms and conditions of the ticket that you purchased. It appears as though you have already discussed this with the airline. If you had travel insurance for your trip, you may also wish to contact your travel insurance provider.

If you are unable to resolve your issue directly with 9(2)(b)(ii), you may wish to use the Disputes Tribunal as an informal, inexpensive, quick forum to resolve claims involving products, services, or property up to \$30,000. More information can be found here: [www.disputes Tribunal.govt.nz/how-to-make-a-claim/](http://www.disputes Tribunal.govt.nz/how-to-make-a-claim/). However, there will be a fee of \$45 if the total amount sought under the claim is less than \$2,000.

Thank you for taking the time to write.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



21 August 2024

s 9(2)(a)

CCAB 2425-053

Dear Michael,

## Direct debit authorisation

Thank you for your email of 26 July 2024. I am sorry to hear you have been experiencing difficulties with your insurer. I want to assure you that I take these matters seriously.

The Financial Markets (Conduct of Institutions) Amendment Act 2022 will come into force on 31 March 2025 and will ensure insurers, banks and non-bank deposit takers treat their customers fairly. All insurers, banks and non-bank deposit takers will need to be licensed by the Financial Markets Authority and have robust systems in place across their business to ensure they always treat consumers fairly. This applies when designing products as well as handling complaints.

While banks allow trusted large institutions to rely on verbal agreement from a customer to set up a direct debit (i.e. an insurer does not need this in writing), there always needs to be evidence of the authorisation held on file by the insurer. For example, if the customer has requested a direct debit to be established over the phone, the phone calls are recorded and retained.

Your insurer should be able to provide evidence of this authorisation on request (e.g. the recording or transcript of it, or your policy schedule which states payments are made by direct debit). I suggest that you contact your insurer to request this.

You also have the right to complain to the Insurance and Financial Services Ombudsman (the Ombudsman), which considers complaints relating to insurance matters. This is an independent scheme that is free of charge to you. However, before your dispute can be considered by the Ombudsman you must first raise the dispute directly with your insurer to give them a chance to resolve it. After your insurer's review of your complaint is complete, and if you are dissatisfied with the result or the way your insurer has handled it, you can get in touch with the Ombudsman who will then be able to consider your complaint. You can do this by visiting the Ombudsman's website here: <https://www.ifso.nz/>.

I hope this information is of use to you. Thank you for taking the time to write.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



19 April 2024

s 9(2)(a)

CCAB 2324-088

Dear Michelle,

## Concerns about banking experience

Thank you for your email of 14 March 2024 sharing your experiences. I am sorry to hear about your difficulties dealing with Kiwibank and the impact that this is having on you. As a Minister of the Crown, I am unable to intervene in individual situations. However, I can provide some information that may be of assistance.

If you are dissatisfied with the result of your complaint to your bank, you have the right to complain to the Banking Ombudsman Scheme, which considers complaints relating to banking matters. This is an independent scheme that is free of charge to you. Further information about making a complaint is available on the scheme's website here: <https://bankomb.org.nz/make-a-complaint>.

I also want to assure you that the Government takes matters relating to banking conduct seriously. Legislation has been passed that will require banks, insurers, and non-bank deposit takers to treat their customers fairly. The Financial Markets (Conduct of Institutions) Amendment Act 2022 will require all banks, insurers, and non-bank deposit takers to be licensed by the Financial Markets Authority and have robust systems in place across their business to ensure they always treat consumers fairly. This applies when designing products as well as communicating with customers, handling complaints or selling insurance and loan products.

I hope you find this information useful. Thank you again for writing.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



21 August 2024

s 9(2)(a)

CCAB 2425-044

Dear Mukhtar

Thank you for your email of 22 July 2024 to Hon David Seymour regarding your bankruptcy. I am responding to you, as the matters raised in your email fall within my portfolio responsibility as Minister of Commerce and Consumer Affairs.

I am sorry to hear about your situation. I have been informed that you have been in contact with the Official Assignee regarding your application to the Court of Appeal s 9(2)(a). They advise that they had no involvement in the proceedings that lead to your adjudication. Since this matter has been before the court, I am unable to intervene or provide advice.

Thank you for your correspondence and I wish you well.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
**Minister of Commerce and Consumer Affairs**

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



25 September 2024

s 9(2)(a)

CCAB 2425-085

Dear s 9(2)(a)

## KiwiSaver exemption

Thank you for your email of 2 September 2024 regarding your family's financial situation as a result of the Auckland floods of January 2023. I am sorry to hear of this and I appreciate it is a very difficult time for you and your family.

As you know, the purpose of KiwiSaver is to facilitate long-term investment and to improve retirement outcomes for everyday New Zealanders. Given this focus, the scheme is tightly regulated and only allows withdrawals in limited circumstances. These special circumstances are strictly defined and set out in legislation. Unfortunately, as a Minister of the Crown, I am unable to intervene in individual circumstances. Having said that, I will raise the points you have brought to me with my officials.

From the correspondence you sent me I can see you have discussed making a withdrawal under the KiwiSaver second chance exemption. It is disappointing that you are not eligible to withdraw at the moment. However, as noted in the correspondence, it may be possible for you to make a withdrawal under this exemption later once your circumstances change (for example, after the buy-out from the Council of your house). I suggest continuing to discuss this with ANZ to better understand your borrowing and KiwiSaver options.

As you are aware from ANZ, there are grounds within the KiwiSaver Act to withdraw your savings for reasons of significant financial hardship. If you can provide evidence that significant financial difficulties have arisen, or are likely to arise, then you may be able to withdraw some of your KiwiSaver savings early. This should be a last resort. You can find information at <https://www.kiwisaver.govt.nz/already/get-money/early/hardship>. I suggest you first contact MoneyTalks. This is an independent and confidential service which is completely free. They can talk you through your options, including access to affordable loans and other help. They can be reached at [www.moneytalks.co.nz](http://www.moneytalks.co.nz) or by calling 0800 345 123.

Thank you again for raising your concerns with me and I wish your family all the best.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



10 May 2024

s 9(2)(a)

Dear Paul

CCAB 2324-090

**Dispute with** 9(2)(b)(ii)

Thank you for your email of 19 March 2024 to Hon Melissa Lee about your experiences with the 9(2)(b)(ii). Your correspondence has been forwarded to me as the matters you have raised relate to my portfolio responsibilities as Minister of Commerce and Consumer Affairs, which include the Incorporated Societies Acts of 1908 and 2022.

In your email, you raised concerns about the way you have been treated by the management and executive of the club and one of its sub-committees. You have requested the assistance of the Ministry of Business, Innovation and Employment (**MBIE**) in resolving this matter.

I am sorry to hear that you have been having a difficult time. I can appreciate that this has been upsetting and frustrating for you.

However incorporated societies are private bodies that are governed by their own rules. I am afraid that it would not be appropriate for myself, as a Government Minister, or MBIE to intervene in internal disputes within a society or an alleged breach of a society's rules.

It may be helpful to speak to a lawyer or your local community law centre about the options available to you.

Thank you again for your email to the Government, and I wish you well in resolving this matter.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
**Minister of Commerce and Consumer Affairs**

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



22 April 2024

s 9(2)(a)

CCAB 2324-075

Dear Paul,

## KiwiSaver hardship application

Thank you for your email of 29 February 2024 about your KiwiSaver hardship application. I am sorry to hear about your current situation and the length of time it is taking for your bank to assess your KiwiSaver withdrawal application. As a Minister of the Crown, I am unable to intervene in individual situations. However, I can provide some information that may be of assistance.

The strict criteria for KiwiSaver significant financial hardship withdrawals mean that applications may be a complex and time-consuming process. These criteria are strict because financial hardship withdrawals are intended to be last resorts after other sources of funding have been explored and exhausted. The overarching purpose of KiwiSaver is to be a long-term retirement savings vehicle, and withdrawals mean that members may miss out on the benefits of compounding growth in savings and investment returns for their retirement.

You do have the right to complain to the Banking Ombudsman Scheme about the way your bank is handling your application. This is an independent scheme that is free of charge to you. Before your complaint can be considered by the scheme you must first raise the complaint directly with your bank to give them a chance to resolve it. Further information about making a complaint is available on the scheme's website here: <https://bankomb.org.nz/make-a-complaint>.

In the meantime, if you are struggling to meet your minimum living expenses you could contact MoneyTalks. This is an independent and confidential service which is completely free. They can talk you through your options for covering the essentials or getting on top of debts, including access to affordable loans and other help. They can be reached at [www.moneytalks.co.nz](http://www.moneytalks.co.nz) or by calling 0800 345 123.

I hope you find this information useful. Thank you again for writing.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs



# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



16 September 2024

s 9(2)(a)

CCAB 2425-055

Dear Paul,

## KiwiSaver hardship withdrawals

Thank you for your emails of 5 and 7 August 2024 regarding the KiwiSaver hardship withdrawal process.

Firstly, allow me to express my sympathies for your son's and your family's situation. I am sorry to hear your son is going through a very stressful time.

As a Minister, I am unable to intervene in your son's individual situation as hardship withdrawal decisions are matters for KiwiSaver supervisors to be made on the grounds set out in legislation. However, I hope I can provide you with some information which may be of use to you and your son.

KiwiSaver is a long-term retirement savings vehicle for New Zealanders. The fundamental purpose of the scheme is to encourage long-term savings habits and asset accumulation that will support New Zealanders' well-being and financial independence in retirement. To ensure good retirement savings outcomes, a high bar needs to be met for an early withdrawal. Accordingly, a KiwiSaver provider must be 'reasonably satisfied' that the grounds for significant financial hardship are met to ensure members do not miss out on the benefits of compounding growth in savings and investment returns for their retirement.

If your son is dissatisfied with the way <sup>9(2)(b)(ii)</sup> is handling his KiwiSaver significant financial hardship withdrawal application, he has the right to complain to the Banking Ombudsman Scheme (the Ombudsman). This is an independent scheme that's free of charge to your son. However, before a dispute can be considered by the Ombudsman your son must first make a complaint to <sup>9(2)(b)(ii)</sup> and give <sup>9(2)(b)(ii)</sup> a chance to resolve it. Once <sup>9(2)(b)(ii)</sup> review of your son's complaint is complete, then if your son is dissatisfied with the result or the way <sup>9(2)(b)(ii)</sup> has handled it, he can get in touch with the Ombudsman who will then be able to consider his complaint. Your son can find out more information at <https://bankomb.org.nz/make-a-complaint>.

Thank you for getting in touch with me and I am sorry that the process has been unsatisfactory and stressful for you and your son.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



21 August 2024

s 9(2)(a)

CCAB 2425-034

## Vehicle Disputes Tribunal limit

Thank you for your email of 15 July 2024 to Hon Simeon Brown regarding your inability to make a claim to the Motor Vehicle Disputes Tribunal due to the value disputed exceeding the limit. It has been forwarded to me, as Minister of Commerce and Consumer Affairs, as your concerns fall within my portfolio.

I am sorry to hear about the issues with your new motorhome. As Minister of Commerce and Consumer Affairs, I am unable to intervene in individual disputes. However, I can provide you with some further information that might be useful to you.

If you haven't already, you can try talking to, or lodging a formal complaint with, your motor vehicle dealer. If this does not resolve your complaint, there are other options to escalate your complaint.

If the dealer is a member of the Motor Trade Association (MTA), you can contact their mediation service by calling 0508 682 633, emailing [mediation@mta.org.nz](mailto:mediation@mta.org.nz), or completing a form here: <https://mta.org.nz/mediation>. You can check whether the dealer you have a dispute with is a member of the MTA here: <https://mta.org.nz/find-members>.

If you think the dealer has breached the Consumer Guarantees Act 1993 or the Fair Trading Act 1986 (FTA), you can apply to the Motor Vehicle Disputes Tribunal to resolve it. While the Motor Vehicle Disputes Tribunal looks at disputes of amounts up to \$100,000, it can look at higher amounts under dispute if both parties agree in writing. See here: <https://www.justice.govt.nz/tribunals/motor-vehicle-dealer-disputes/claims/>.

Whilst I do not have any plans to increase the increase limit of the Vehicle Disputes Tribunal jurisdiction, I will continue to monitor the current limit.

If you think the dealer misled you about a vehicle they sold you, you can report this to the Commerce Commission as a breach of the FTA, by calling 0800 943 600, online at <https://comcom.govt.nz/make-a-complaint>, or via post at PO Box 2351, Wellington 6140.

I hope that this information is helpful to you. Thank you for taking the time to write.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs



11 September

s 9(2)(a)

CCAB 2425-064

Dear An

## Online Scams

Thank you for your e-mail of 18 August 2024 to the Prime Minister, Rt Hon Christopher Luxon, regarding your concerns about online scams. Your correspondence has been forwarded to me as your concerns fall within my Commerce and Consumer Affairs portfolio.

I am sorry to learn about your recent experience. The increasing prevalence and sophistication of scams is an area I am focused on. Responsibility for tackling online scams sits with everyone – Government, industry, and consumers.

You will be pleased to know that work is well underway to strengthen security around online transactions. Earlier this year I wrote an open letter to banks in which I asked banks to investigate a voluntary reimbursement scheme for victims of authorised scams (it is already the practice that victims of unauthorised scams are reimbursed).

I also asked the banks to introduce a Confirmation of Payee system to protect consumers from unnecessary harm from mistaken and fraudulent transactions. I expect this system to begin rolling out by the end of the year and I have communicated this expectation to the banks.

You have already completed an important step by reporting the scam to 105. You may be interested to read about action the Police have recently taken for another Facebook marketplace scam, which can be found here: [www.police.govt.nz/news/release/police-issue-warning-facebook-marketplace-users-man-faces-court](https://www.police.govt.nz/news/release/police-issue-warning-facebook-marketplace-users-man-faces-court)

Thank you for your interest in this complex issue.

Yours sincerely,

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



28 May 2024

s 9(2)(a)

CCAB 2324-118

Dear Chris,

**Registration under the Incorporated Societies Act 2022: 9(2)(b)(ii)**

Thank you for your email of 17 April 2024 to Hon David Seymour, copied to me, about the issues you have had re-registering the 9(2)(b)(ii) under the new Incorporated Societies Act 2022. I am responding to you, as the Incorporated Societies Act falls within my remit as Minister of Commerce and Consumer Affairs.

I am very sorry to hear of the difficulties you have faced, and I hope that they will soon be resolved.

My advisors have been in touch with the Companies Office. They have said that a senior solicitor has been assigned to look into this matter and resolve any issues that remain. They will be in touch in due course.

Thank you for taking the time to write to us about this matter.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
**Minister of Commerce and Consumer Affairs**



21 August 2024

s 9(2)(a)

Dear Christie,

CCAB 2425-031

## Impact of mental health issues on life insurance premiums

Thank you for your email of 4 July 2024 to the Prime Minister, Rt. Hon Christopher Luxon, regarding your concerns about the impact of mental health issues on life insurance. Your email was transferred to me for a response as the matters you raise fall within my Commerce and Consumer Affairs portfolio.

I am sorry to hear that your family member has been required to pay higher premiums as a result of disclosing mental health issues to a medical professional. It may be helpful for them to shop around or speak to a financial adviser to see if there are policies that better suit their needs. As with any health condition, consumers with mental health issues should still seek appropriate medical care even though this may impact on their insurance premiums.

Generally the Government does not get involved in decisions around pricing made by insurance companies, as these are commercial decisions based on analysis of risk. However, I can provide you with some information about our efforts to how insurance works in New Zealand.

It is important to me that insurers treat customers fairly and transparently. A new legislative regime (coming into effect in March 2025) will require all insurers, banks, and non-bank deposit takers to be licensed by the Financial Markets Authority, and to have robust systems in place across their business to ensure they treat consumers fairly. This also applies when designing products such as insurance contracts.

I am also progressing legislation through Parliament to reform insurance contract law, including changes to what consumers need to disclose when taking out insurance. Consumers will need to answer questions honestly, but will no longer be required to disclose matters the insurer has not asked about, and insurers will need to ask clear and specific questions about relevant conditions. Insurers will also need to tell consumers if they will access and consider medical records when deciding whether to insure and set premiums.

I hope this information is of interest. Thank you again for writing to me about this matter.

Yours sincerely,

A handwritten signature in black ink, appearing to read "A. H. Bayly".

Hon Andrew Bayly  
**Minister of Commerce and Consumer Affairs**

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



30 July 2024

s 9(2)(a)

CCAB 2324-006

Dear Dan,

Thank you for your email of 6 June 2024 to Minister Willis about your concerns regarding insolvent companies' debts to small companies not being prioritised as compared to unpaid taxes or other larger creditors. Your correspondence was transferred to me for response as the issues relate to my portfolio responsibilities as Minister of Commerce and Consumer Affairs.

Firstly, I am very sorry to hear about recent experiences. I can appreciate how difficult this has been for you, and I hope that things improve.

As you will know where a company goes into liquidation, the Companies Act 1993 sets out the priority of payments, with secured creditors and preferential creditors being paid first, followed by unsecured creditors. More information on the different can be found here [www.insolvency.govt.nz/owed-money/types-of-creditor/](http://www.insolvency.govt.nz/owed-money/types-of-creditor/), and also here: [www.insolvency.govt.nz/business-debt/the-effect-of-liquidation-on-a-company/](http://www.insolvency.govt.nz/business-debt/the-effect-of-liquidation-on-a-company/)

There is some complexity to the rules, but as you identify some monies owed to Inland Revenue will be paid in preference to other creditors. This includes Goods and Services Tax and/or Pay as You Earn. GST and PAYE are payable to the Inland Revenue by a consumer who has purchased from the business (in the case of GST) or an employee (in the case in PAYE), rather than the company itself so those funds are being held on their behalf.

Unfortunately, when a business has failed there is often not enough money left to pay unsecured creditors in full or in part. This is often the position, whether or not there are preferential claims, such as tax or employee salaries.

This Government is committed to rebuilding the economy, by lifting New Zealand's productivity and economic growth to increase opportunities and prosperity for New Zealanders. I recognise the important role that small and medium businesses play in our economy.

Thank you again for taking the time to write to the Government on this matter and sharing your thoughts, which I will keep in mind. 9(2)(b)(ii) sounds like a great business, and I wish you well for the future.

Yours sincerely,

A handwritten signature in black ink, appearing to read "A. H. Bayly". The signature is written in a cursive style with a large initial "A".

Hon Andrew Bayly  
**Minister of Commerce and Consumer Affairs**

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982



# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



25 September 2024

s 9(2)(a)

CCAB 2425-088

Dear Jane,

9(2)(b)(ii)

Thank you for your email of 30 August 2024 to Hon Paul Goldsmith regarding your recent experience with 9(2)(b)(ii). Your correspondence was passed to me for response as the concerns you raise fall within my portfolio responsibilities as Minister of Commerce and Consumer Affairs.

I understand you have had difficulties accessing your 9(2)(b)(ii) account and have had a difficult phone call with a customer service representative when you reached out to resolve your issue. I am sorry to hear that you have not reached a satisfactory resolution following your phone call.

Unfortunately, if 9(2)(b)(ii) considers that you have breached its terms and conditions, 9(2)(b)(ii) may suspend your account without prior notice. As Minister of Commerce and Consumer Affairs I am unable to intervene in individual cases.

If you would like to seek independent help and advice on this issue, you may wish to contact your local Citizens Advice Bureau (CAB). CAB helps people to understand their rights and obligations, and how to use this information to get the best outcomes. CAB can support you through this process and provide a free and independent service to all. You can contact CAB by phone on 0800 367 222 or locate the nearest CAB to you here: <https://www.cab.org.nz/find-a-cab/>.

If you would like to continue selling items, you may wish to consider alternative websites such as 9(2)(b)(ii) or contact your local second-hand store. You can find out more about selling goods online here: <https://comcom.govt.nz/business/dealing-with-typical-situations/selling-goods-and-services/selling-online>

Thank you for taking the time to write.

Yours sincerely,

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



16 September 2024

s 9(2)(a)

CCAB 2425-067

Dear Kirsty

## KiwiSaver withdrawal

Thank you for your correspondence of 20 August 2024 to the Prime Minister, Rt Hon Christopher Luxon, regarding your KiwiSaver savings. I am responding to your correspondence as it falls within my responsibilities as Minister of Commerce and Consumer Affairs.

Firstly, allow me to express my sympathies for your situation. I am sorry to hear you may be under financial stress due to increasing costs of building your house.

As a Minister, I am unable to intervene in your individual situation as early withdrawal decisions are matters for KiwiSaver supervisors to be made on the grounds set out in legislation. However, I hope I can provide you with some information which may be of use to you.

The first home withdrawal settings recognise that individuals who own their own home are likely to achieve a higher standard of living in retirement. However, the rules require that you have not previously owned an estate in land. I appreciate the unfortunate timing that you purchased your land before the build costs increased. However, the Government is not considering any changes to the KiwiSaver withdrawal settings. I understand that this is a difficult and frustrating situation, and I would like to express my sympathies.

There are grounds within the KiwiSaver Act to withdraw your savings for reasons of significant financial hardship. If you can provide evidence that significant financial difficulties have arisen, or are likely to arise, then you may be able to withdraw some of your KiwiSaver savings early. Significant financial hardship is a high bar and this should be a last resort. Repaying debt is generally not a permitted circumstance for withdrawal. You can find information at <https://www.kiwisaver.govt.nz/already/get-money/early/hardship/>.

Thank you again for bringing this matter to my attention and I am sorry that the process has been stressful for you and your daughters.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
**Minister of Commerce and Consumer Affairs**

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



1 August 2024

s 9(2)(a)

CCAB 2425-014

Dear Mirdon

9(2)(b)(ii)

Thank you for your email of 19 June 2024 regarding your recent experience. I am sorry to learn of your frustration with 9(2)(b)(ii).

Generally, signs in a parking area establish the contract between you and the operating company i.e. how long you can stay and the fee that you need to pay. A ticket is 'unjustified' if your parking did not break any laws (such as trespass) or breach contract terms. A fee can be 'unreasonable' if the fee exceeds the costs to the landowner, tenant and the parking enforcer. More information on your rights around parking can be found here:

<https://www.consumerprotection.govt.nz/help-product-service/cars/parking-clamping-towing>.

If you believe that a ticket is unjustified or unauthorised, or the fee is unreasonable, there are a number of avenues that can be taken to resolve parking disputes:

- You may wish to contact 9(2)(b)(ii) directly to attempt to resolve the matter. You may wish to claim that the fine is unjustified.
- If you cannot resolve the matter directly, you may also wish to report the company to the Commerce Commission. You can find more information about making complaints here: <https://comcom.govt.nz/make-a-complaint>.
- If you have exhausted other options, you may also consider making a claim to the Disputes Tribunal as an informal, inexpensive, quick forum to resolve claims involving products, services or property up to \$30,000. More information can be found here: <https://www.disputes Tribunal.govt.nz/how-to-make-a-claim/>. However, there will be a fee of \$45 if the total amount sought under the claim is less than \$2,000.

I appreciate your suggestions regarding new legislation to address potential issues around parking. However, at this time the Government is not considering new Acts to address this matter.

Thank you again for taking the time to write.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



22 May 2024

s 9(2)(a)

CCAB 2324-120

Dear Rollin,

## Banking fraud

Thank you for your email of 22 April 2024 detailing your recent experience with banking fraud. I am sorry to hear of you and your wife's experience.

As you have noted, in 2023 the Finance and Expenditure Committee recommended investigating whether the introduction of a voluntary compensation or reimbursement scheme might be needed in order to help deal with incidences of fraud and scams. Building on this recommendation, I wrote an open letter to banks earlier this year asking them to establish a fund to reimburse the victims of authorised payment scams (on the understanding that it is common practice that victims of unauthorised payment scams are reimbursed). This letter can be viewed here: <https://www.mbie.govt.nz/dmsdocument/28096-strengthening-bank-processes-and-consumer-protections-against-scams-open-letter-to-the-new-zealand-banking-industry-pdf>.

Introducing such a scheme would bring banks in New Zealand in line with international best practice and improve outcomes for consumers. I am awaiting the New Zealand Banking Association's proposal on this fund as well as other initiatives. While such a fund is unlikely to be established in time to help you and your wife with your situation, I am hopeful progress will be made.

I agree with your point that banks can be doing more to help prevent incidences of fraud and scams. You will be pleased to know I have also asked banks to update the Code of Banking Practice (the Code) to provide further measures that help consumers from scams and fraudulent activity. The Code sets out the principles of good banking practice which banks have agreed to follow. I expect banks to update the Code this year to ensure it is fit-for-purpose to deal with modern scam and fraud practices and provides better protections for consumers. I have also been clear that I will consider mandating a code of practice for banks if they fail to do this. It is my hope that a more robust code will prevent incidences such as yours from occurring as frequently.

Thank you for taking the time to write.

Yours sincerely,

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



12 June 2024

s 9(2)(a)

CCAB 2324-136

Dear Stephen,

## Improper pressure and delays from insurance providers

Thank you for your email of 7 May 2024 sharing your son's experiences with his insurance providers, both around delay in providing sign off and in pressuring owners toward full replacement insurance.

I am sorry to hear of your son's experiences. I can imagine how frustrating this must have been for you both. As you likely heard on the Platform, the Government has just introduced legislation to reform insurance contract law, and this includes a requirement for insurers to pay claims in a reasonable time. The Conduct of Financial Institutions (CoFI) regime that commences shortly will also require insurers to have processes in place to ensure they treat consumers fairly. This includes not putting unfair pressure on consumers, and communicating with consumers in a timely, clear and effective manner. It is my hope that reforms such as these, fewer people will experience the situation you have described.

You may wish to speak to an insurance advisor about the different options available to you. An insurance advisor may be able to look across your insurance policies and provide advice as to whether the types of insurance and amount you are insured for are still suitable for your situation or find alternative insurers that better meet your needs. The Sorted website provides some helpful information about finding financial advisers <https://sorted.org.nz/guides/planning-and-budgeting/getting-advice/>.

Thank you for taking the time to write about this issue.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



16 May 2024

s 9(2)(a)

CCAB 2324-110

Dear Tony,

Thank you for your email of 10 April 2024 regarding 9(2)(b)(ii). I appreciate the background information you have provided, including the letter from 9(2)(b)(ii), albeit in draft form and unsigned.

I have taken note of your concerns and asked my officials at the Ministry of Business, Innovation and Employment (MBIE) to advise me on the issue you have raised. I understand from my officials that the investigation of alleged breaches of the Patents Act 2013 by 9(2)(b)(ii) has not yet been completed.

I am advised by my officials at MBIE that, when carrying out an investigation, it is important that all information pertinent to the enquiry is reviewed. Any decisions made during the enquiry need to withstand scrutiny, meaning that it is possible that an investigation may take considerable time.

While I am sorry to hear about the impact this has had on 9(2)(b)(ii), it would be inappropriate for me to become involved in the day-to-day functions of a government department, as investigative independence plays an important part in good regulatory practice.

Once again, thank you for writing to me about this issue.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



17 October 2024

s 9(2)(a)

CCAB 2425-119

Dear Tracy,

## KiwiSaver second chance withdrawals

Thank you for your email of 30 September 2024 to Hon Simon Watts, sharing your concerns surrounding KiwiSaver withdrawals. Your correspondence was referred to me as it aligns more closely with my responsibilities as Minister of Commerce and Consumer Affairs.

Firstly, allow me to express my sympathies for your situation. As a Minister of the Crown, I am unable to intervene in your individual situation. However, I may be able to provide information to shed light on the KiwiSaver settings.

KiwiSaver is a long-term retirement savings vehicle for New Zealanders. The fundamental purpose of the scheme is to encourage long-term savings habits and asset accumulation that will support New Zealanders' well-being and financial independence in retirement. To ensure good retirement savings outcomes, there are only a limited number of circumstances in which individuals can withdraw their funds early, and the criteria for withdrawal are deliberately strict to ensure members do not miss out on the benefits of compounding growth in savings and investment returns for their retirement.

I understand from your letter that you previously used your KiwiSaver to purchase a first home and were under the impression that you may qualify for a "second chance" withdrawal. Unfortunately, the KiwiSaver scheme does not allow a person to make a second withdrawal from their KiwiSaver to buy a home. The "second chance" withdrawals refer to those who are previous homeowners but have not previously withdrawn their KiwiSaver funds to buy a home. This limitation exists because if members were able to make multiple early withdrawals, it could result in worse retirement savings outcomes for those members. This would undermine the core purpose of KiwiSaver as a retirement savings scheme.

I am not looking to make changes to these settings at this time, but I appreciate you writing to me to let me know about your situation. I am sorry this is not of more help. Thank you for taking the time to write and I wish you and your family all the best.

Yours sincerely,

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



3 July 2024

s 9(2)(a)

CCAB 2324-144

Dear Trina

## Grocery Supply Code

Thank you for your email of 10 May 2024 regarding merchandisers not being covered by the Grocery Supply Code.

I am sorry to hear that your role has been disestablished, and I appreciate you sharing your experience as a merchandiser in the grocery sector, and your thoughts on the Grocery Supply Code (the Code).

As you have noted, the Code seeks to regulate the trading relationship between grocery suppliers and the regulated supermarkets. Among other things, it requires that any payment a supermarket charges a supplier for merchandising be reasonable. However, it does not limit the merchandising model suppliers or supermarkets choose – that is a commercial decision between the supplier and the supermarket.

The Code also does not seek to regulate employment related matters. This is covered by other legislation. If you have a concern about the way your employer has treated you, there is information about your rights as an employee at the Employment New Zealand website at the following link <https://www.employment.govt.nz/>.

I note you have raised these issues with the Commerce Commission (Commission), which is responsible for enforcing, reviewing, and making any necessary changes to the Code. The Commission is also due to release its annual report on the grocery sector in the middle of the year. I will be reading this report with interest before exploring potential options to improve competition in the grocery sector.

Thank you for taking the time to write.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs





22 April 2024

**s 9(2)(a)**

CCAB 2324-084

Dear Vishwanath,

**Review of the Credit Contracts and Consumer Finance Act**

Thank you for your email of 14 March 2024 with your concerns on the regulations on banks, and your queries about changes to the Credit Contracts and Consumer Finance Act (CCCFA).

I am sorry to hear about your ongoing experience with your bank. I want to assure you that I take these matters seriously. The Government has passed legislation that will ensure banks, insurers and non-bank deposit takers treat their customers fairly. The Financial Markets (Conduct of Institutions) Amendment Act 2022 will require all banks, insurers, and non-bank deposit takers to be licensed by the Financial Markets Authority and have robust systems in place across their business to ensure they always treat consumers fairly. This applies when designing products as well as handling complaints or selling insurance and loan products.

If you are dissatisfied with the result of your complaint to your bank or the way they handled it, you also have the right to complain to the Banking Ombudsman Scheme, which considers complaints relating to banking matters. This is an independent scheme that's free of charge to you.

I will shortly be consulting on a targeted reform of Financial Markets (Conduct of Institutions) Amendment Act 2022 as part of a package of reforms, including the CCCFA. These changes are not about lessening requirements on financial service providers for appropriate conduct or responsible lending. Rather, the goal of these reforms is to provide regulatory clarity, protect vulnerable consumers and grow the economy.

I hope you find this information useful. Thank you again for writing.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
**Minister of Commerce and Consumer Affairs**

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



s 9(2)(a)

30 April 2024

Dear Diane

Thank you for writing to Hon Matt Doocey, sharing your experiences of the Census. Your letter was passed on to me as it falls within my portfolio responsibilities as the Minister of Statistics. I am sorry to hear about the issues you encountered while calling the Census helpline. I have passed on your feedback to Stats NZ who are currently reviewing what worked well and what didn't as they begin planning for the next Census.

I want to take this opportunity to personally thank you for taking the time to complete the Census – the information from the Census is important for local and central government, as well as community groups, iwi, and businesses, to make decisions that directly impact you and your community. Your willingness to complete the Census despite the challenges you experienced and the added effort you put in collecting and returning the errant forms is a great example of civic duty. Thank you for your service to your community.

Thank you again for reaching out, your feedback is highly valued.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Statistics

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



31 July 2024

[ABOIA2024-023 – Part 2]

s 9(2)(a)

Research and Policy Advisor, Green Party of Aotearoa New Zealand

Dear s 9(2)(a)

On 27 June 2024, I responded your official information Act request 4 June 2024 requesting the following information.

*All advice, reports, and briefings regarding the discontinuation of the Living in Aotearoa Survey, including any consideration or analysis of the impact the change in approach to delivering the statistics required under the Child Poverty [Sic] Reduction Act 2018 to use other data sources will affect the reliability and quality of these statistics.*

As part of my response I refused the release of one document under section 18(d) of the Act on the basis that the information requested would soon be publicly available as part of the proactive Budget release.

I have since been informed that the *Savings Templates* are not part of the proactive Budget release and these are instead being assessed on a case by case basis. I apologise that this misunderstanding resulted in an unnecessary delay in you receiving the requested document.

Please find the attached document which is in scope of your request.

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at 0800 802 602 or [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz)

Kind Regards,

A handwritten signature in black ink, appearing to read 'A. Bayly'.

Hon Andrew Bayly  
Minister of Statistics

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



s 9(2)(a)

28 August 2024

Dear s 9(2)(a)

## Your selection to participate in Stats NZ survey

I appreciate you taking the time to share your feedback with me. I am sorry that your interactions with Stats NZ over the years has not been a pleasant experience.

I would like to personally thank you and your wife for giving up your valuable time to respond to the survey. By participating in the survey, you have contributed critical information which is needed to understand the contribution of the s 9(2)(a) industries to the New Zealand economy. Information collected through this survey is used by government, researchers, and the wider farming and growing community for industry forecasting, policy advice, planning and investment decisions, trade negotiations and national and international reporting.

Given how important and valuable this survey is, it has been authorised as a mandatory request under the Data and Statistics Act 2022. Mandatory requests are only authorised when there is a clear need for the data, and when it can't be collected through other means. In cases of a mandatory request, the Act requires Stats NZ to inform participants of the potential consequences of non-compliance. However, enforcement is only ever a used as a last resort. I understand that in circumstances such as your wife's last year the Government Statistician, who has a statutory independence in this matter, can grant compassionate exemptions.

I understand the frustration being felt by business owners like yourselves and the burden it places on you. As Minister of Statistics, this is one of the key focus areas that I have identified. I have directed Stats NZ to work on reducing the survey burden on businesses. I have also passed your feedback onto Stats NZ, without providing your name or personal details. Your feedback will help to inform the work I have directed Stats NZ to undertake.

Yours sincerely,

Hon Andrew Bayly  
Minister of Statistics

# Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics



s 9(2)(a)

1 October 2024

Dear Peter,

## Re: Quarterly Employment Survey

Thank you for your email. Firstly, I would like to personally thank you for giving up your valuable time to respond to the survey. By participating in the survey, you have contributed critical information which is used in some of New Zealand's most important statistics – for example the Gross Domestic Product and the inflation rate – information we use to inform the decisions which will help get this country back on track.

Unfortunately, I am unable to do as you have requested. The Data and Statistics Act 2022 prevents me from providing direction to the Government Statistician on methodological decisions, such as which businesses to survey. This statutory independence ensures official statistics remain free from political interference over time.

However, I do understand the frustration being felt by business owners like yourselves and the burden it places on you. As Minister of Statistics, this is one of the key focus areas that I have identified. I have directed Stats NZ to work on reducing the survey burden on businesses, with a focus on reducing repeated requests across government departments and stopping requests for data that the Government already holds.

I appreciate you taking the time to share your feedback with me. I am sorry that your interaction with Stats NZ has been unsatisfactory. I have passed on your feedback to Stats NZ to help improve their responses in the future.

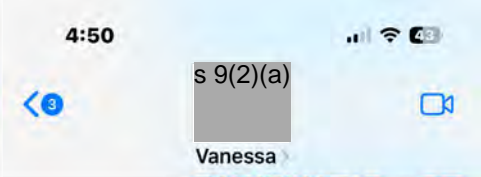
Yours sincerely,

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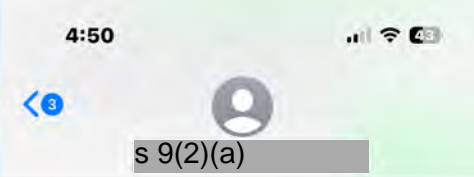
Hon Andrew Bayly  
Minister of Statistics



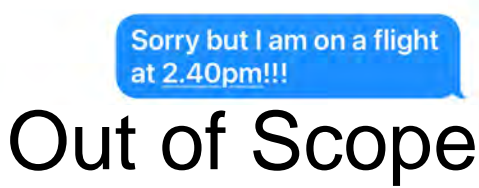
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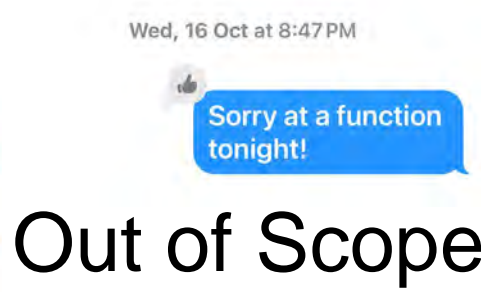
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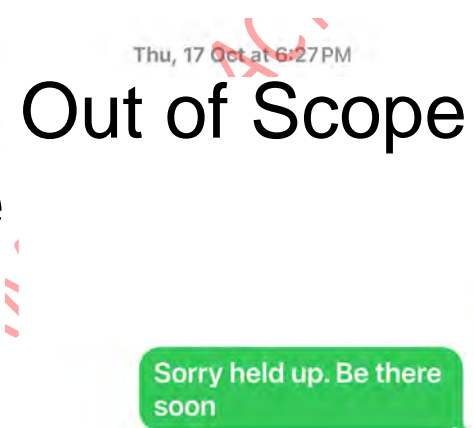
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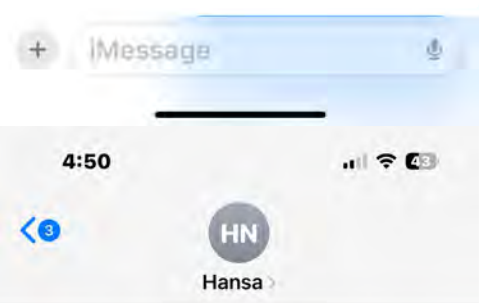
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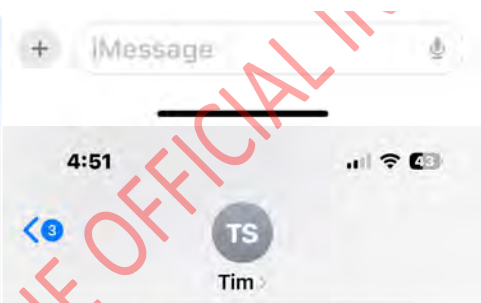
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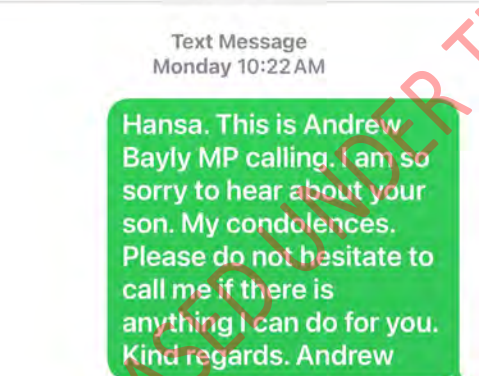
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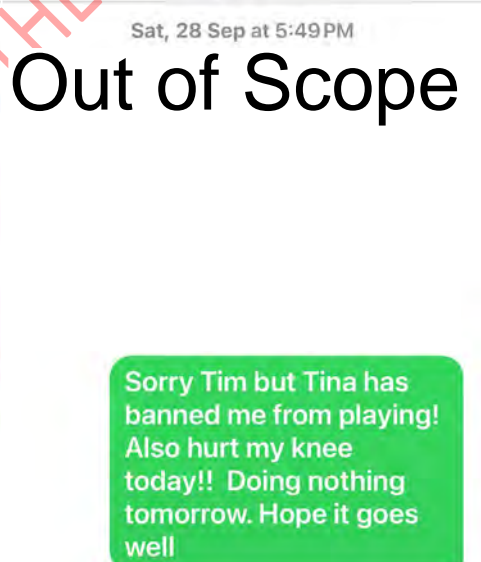
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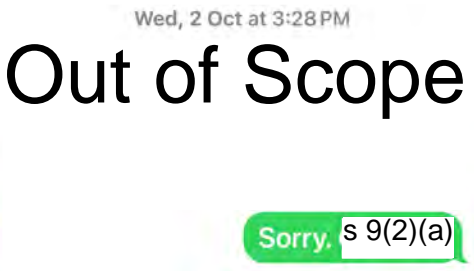
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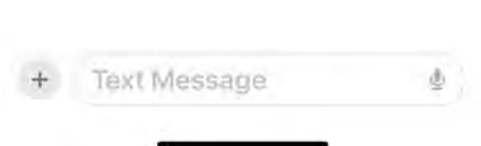
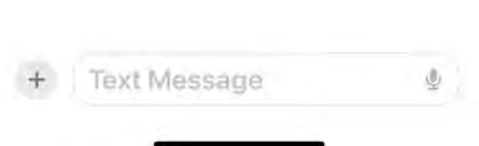
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Sun, 15 Sep at 3:45PM

Chris. Very sorry to learn about your father. Very sad and I know what it is like to lose a parent. Let me know if I can help. Andrew

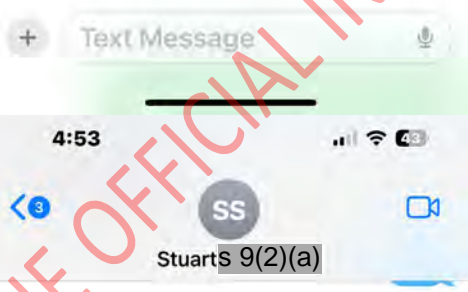
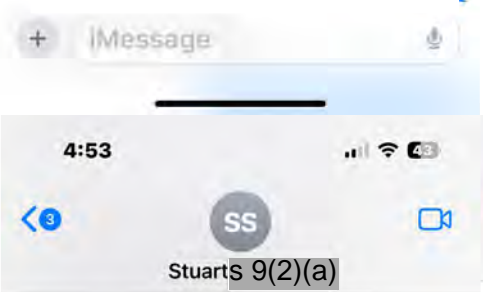
Sorry. Back in the House. Will call after 5.00pm

Sorry. Wed 2 Oct

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Thu, 5 Sep at 6:51PM

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Sorry. Phone went dead

Thanks. Sorry but have Penk that night

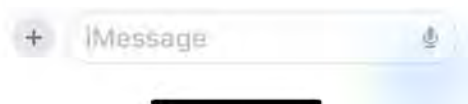
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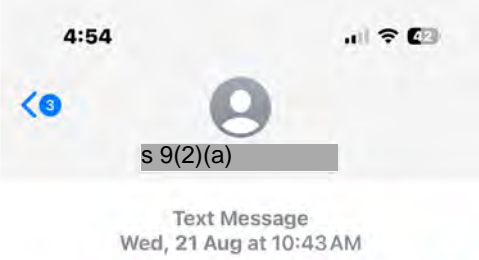
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Thu, 29 Aug at 12:24 PM

Grace from Andy  
Hi minister just correcting the record on open banking and Electricity docs. They had been planned to be released yesterday but were apparently not. Bill says they are now planned to go out today. Sorry to mislead earlier. Going out on Tuesday

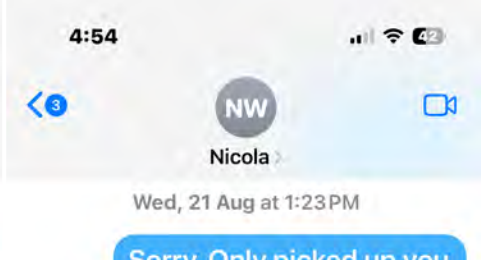
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Sorry who is this calling?

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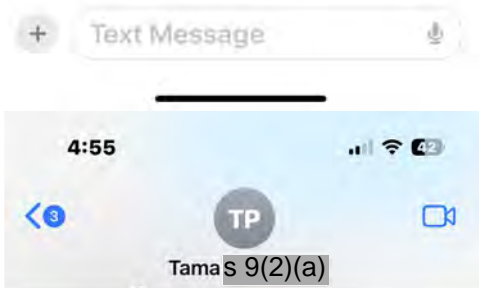
Sorry. Only picked up your missed call now

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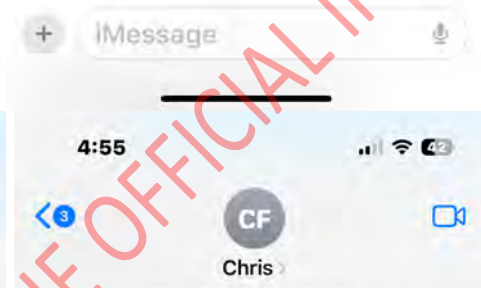
Sorry I will be in meetings from 8.15am. How are you?

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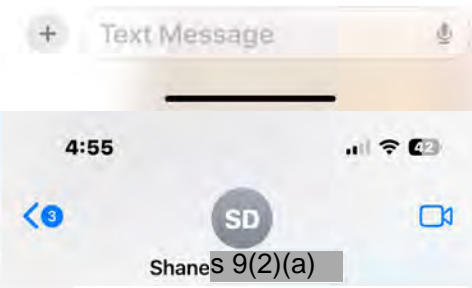


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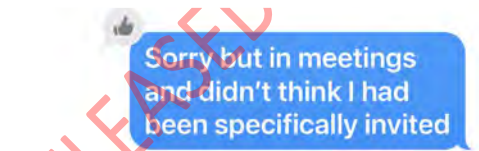
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Shane, Tina will be on the call tonight but will you please ensure Sue s 9(2)(a) and Wilma have been invited / are available. Second, did you get a price from s 9(2)(a) Depending on the price he quotes we shouldn't do any more than \$60. I'm unlikely to make the meeting tonight sorry

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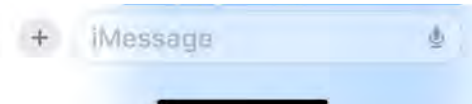


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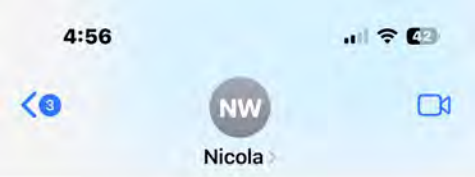
Sorry but heading off tonight to New Plymouth

Recess next week!!

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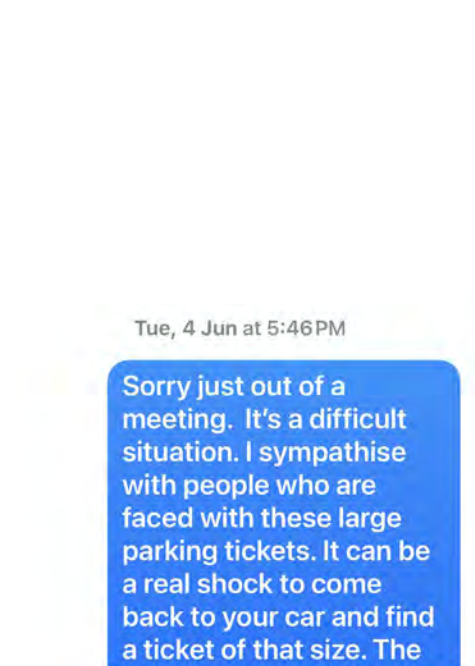
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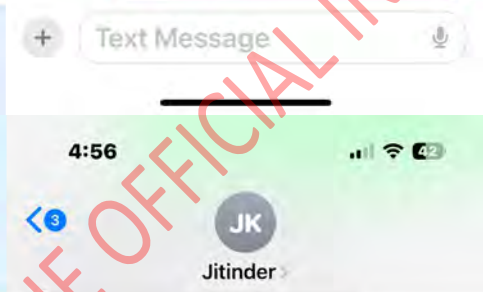
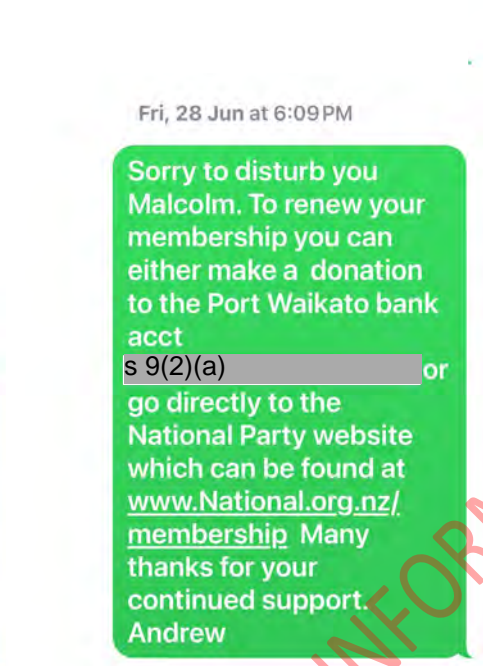
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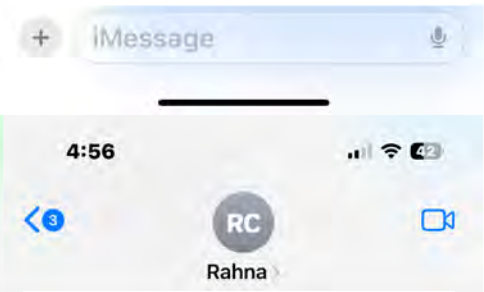
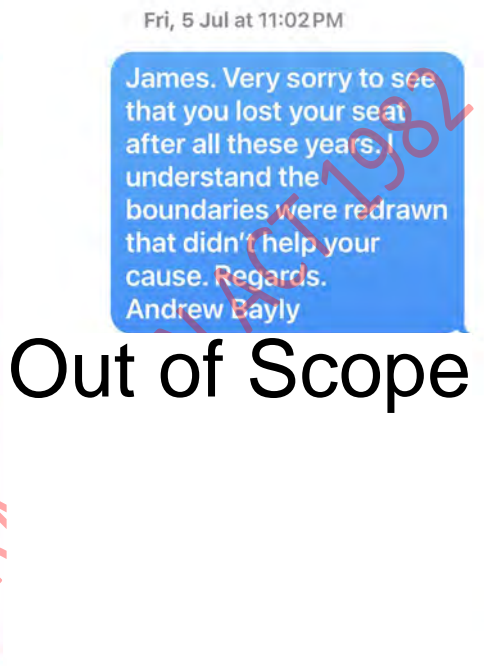
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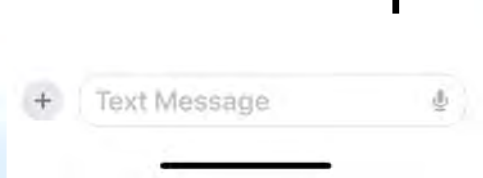
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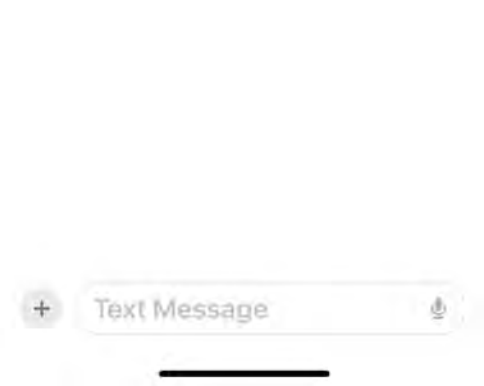
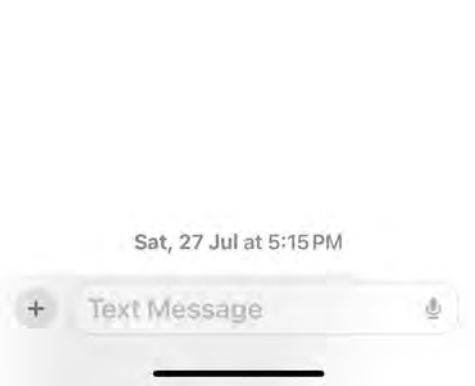
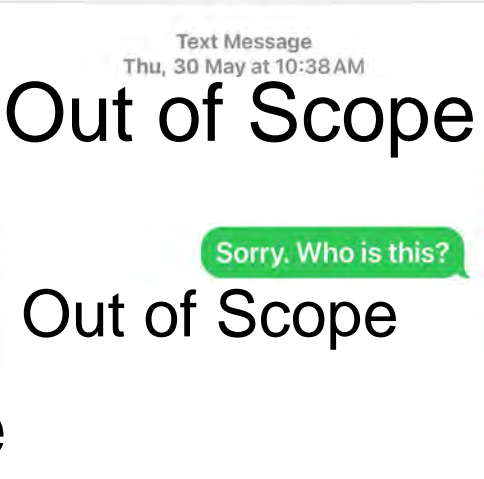
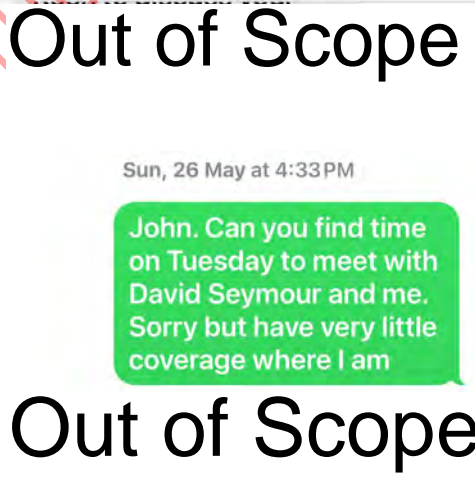
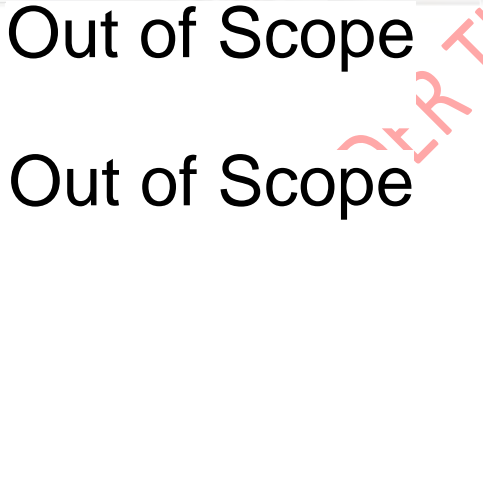
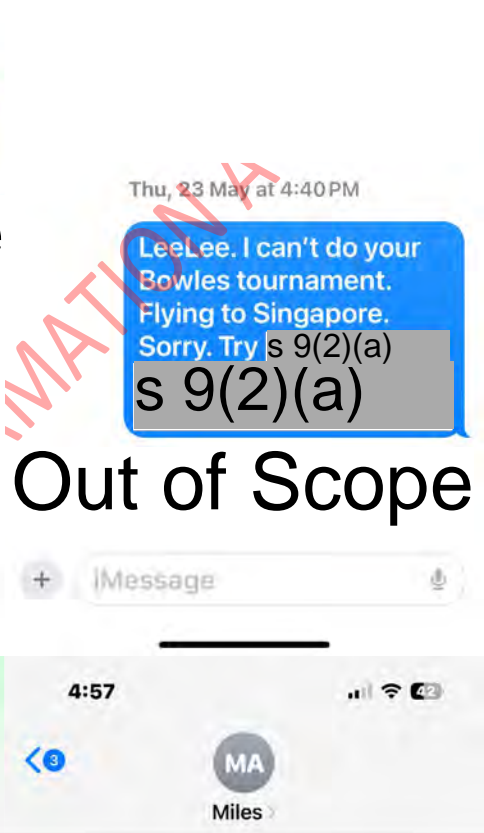
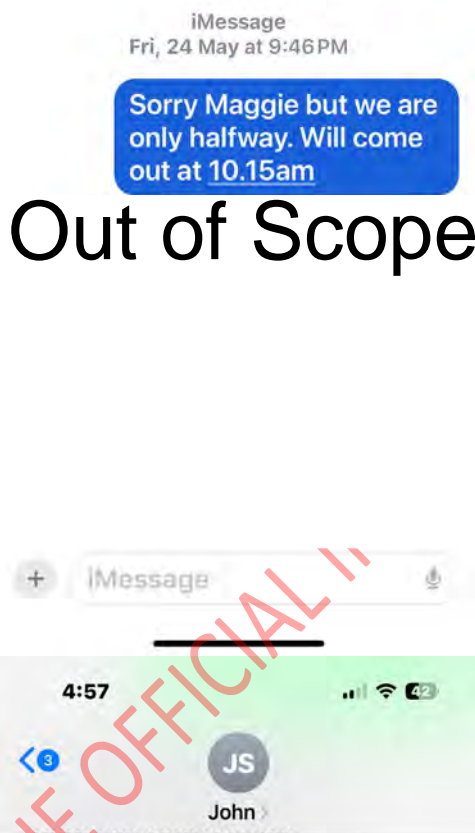
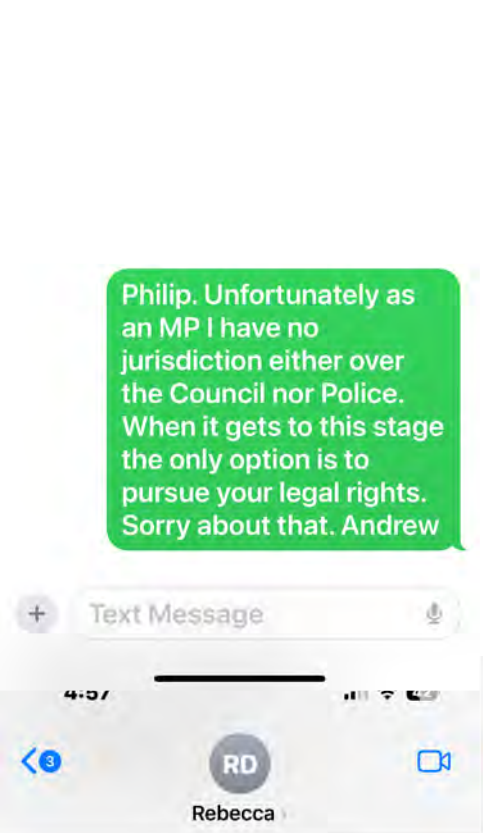
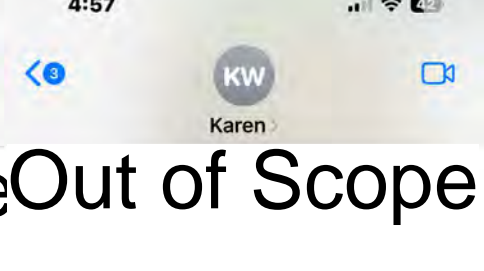
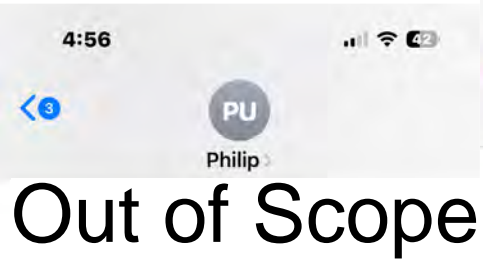


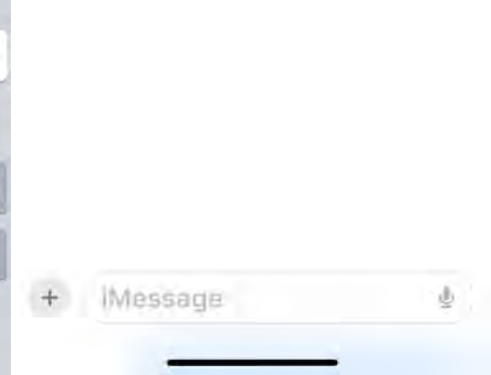
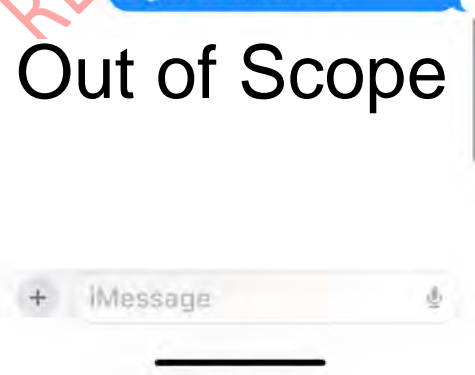
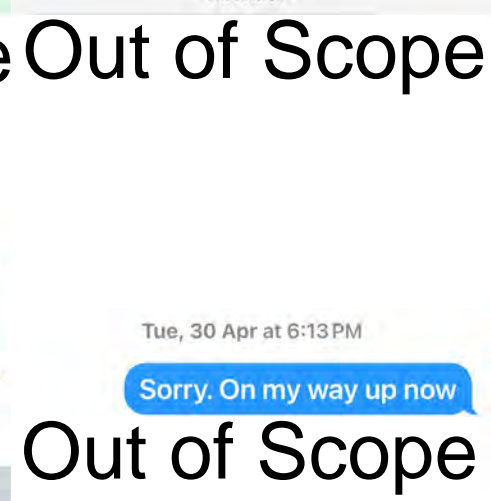
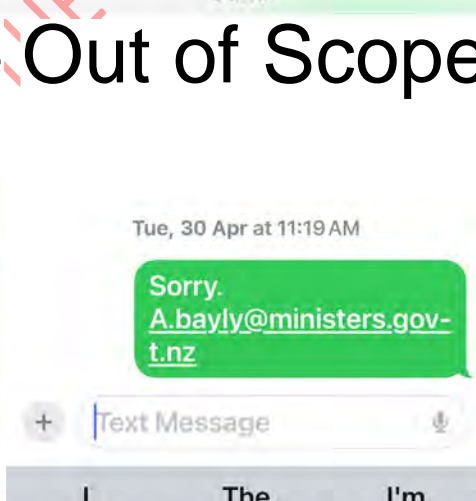
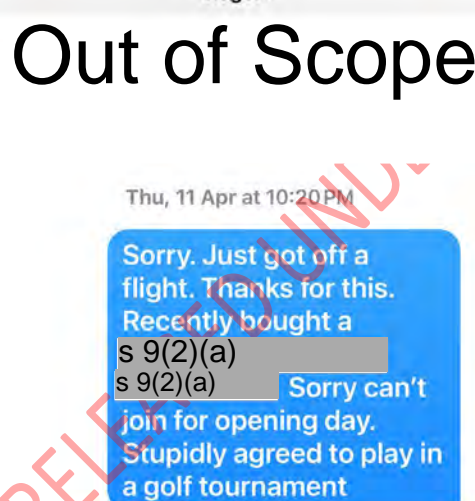
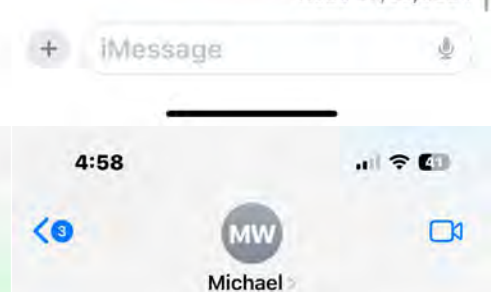
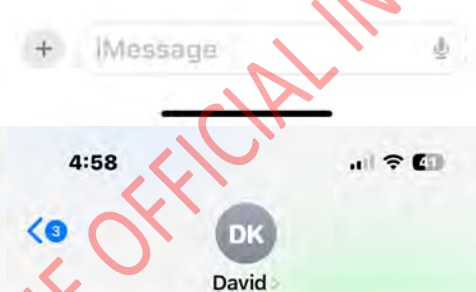
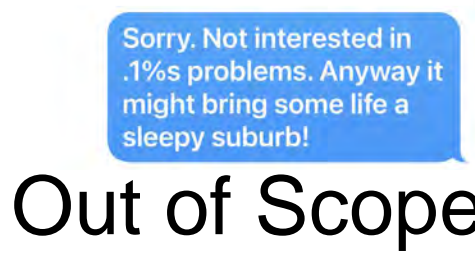
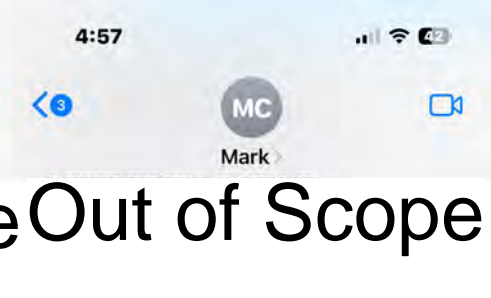
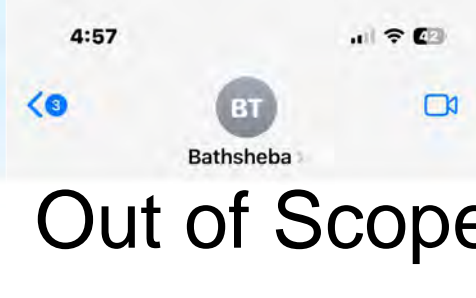
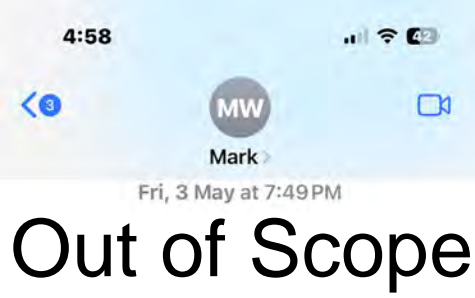
Out of Scope

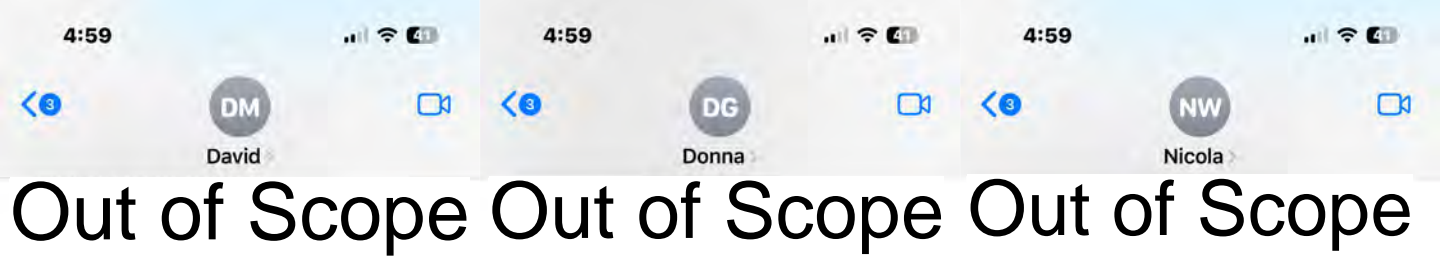


Out of Scope









Thu, 4 Apr at 6:01PM  
I don't at this stage sorry Andrew  
Out of Scope

Mon, 8 Apr at 6:50PM  
Sorry in and out of meetings. Just joining Tim Costley's dinner group  
Out of Scope

Wed, 3 Apr at 11:55 AM  
Sorry cut you off  
Delivered



Out of Scope

Out of Scope

Out of Scope

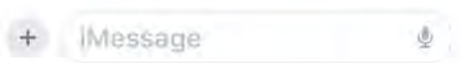
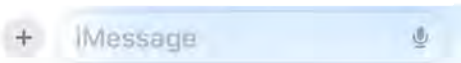
Simon. I am not coming. Sick. Put in my apologies yesterday but unfortunately message hasn't seem to get through

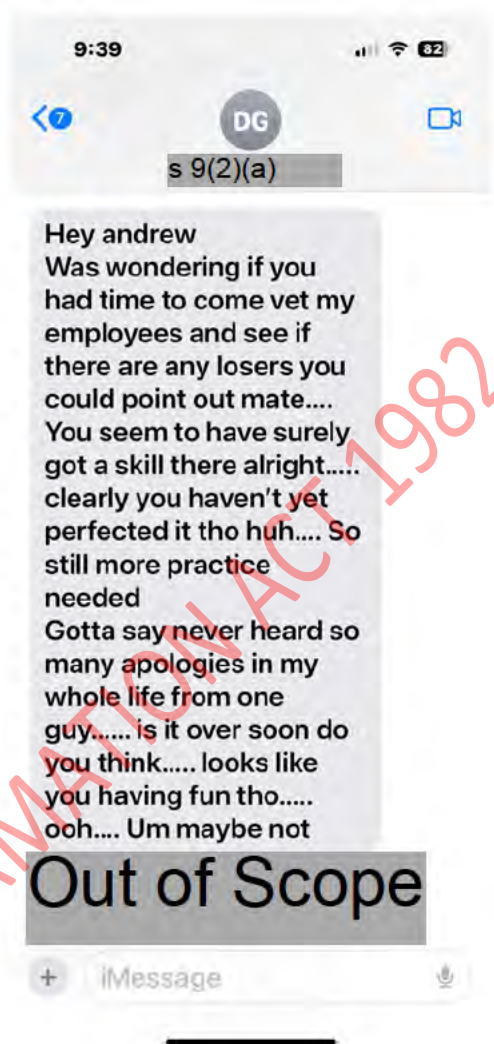
Out of Scope

Tuesday 8:08 AM  
Scott. Tried to call. Does the PM's office know I will join at 10.00am briefly so I can make my apology? Thanks  
Delivered

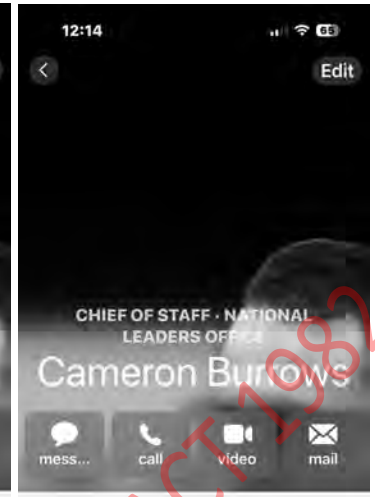
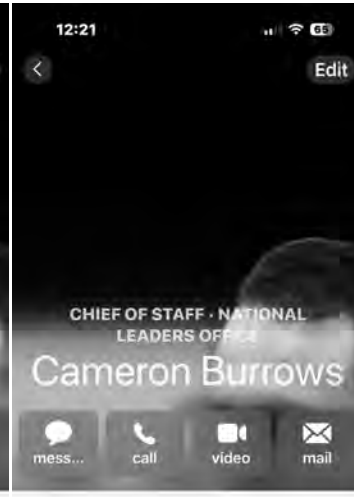
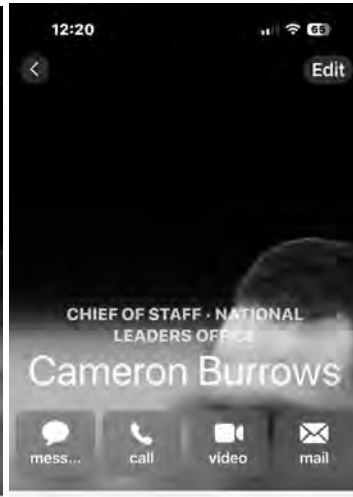
Thu, 11 Apr at 10:12 PM  
Sorry Sam but won't be able to get there tomorrow. Haven't even made it home yet! Look forward to seeing the new entrance when I can

Out of Scope





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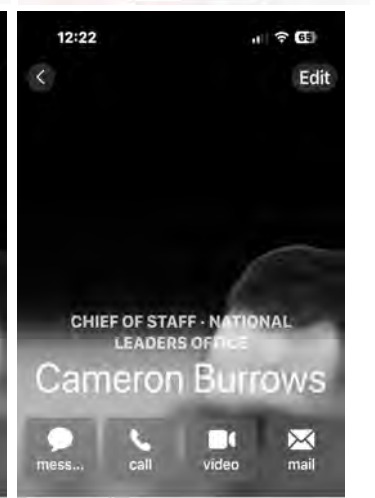
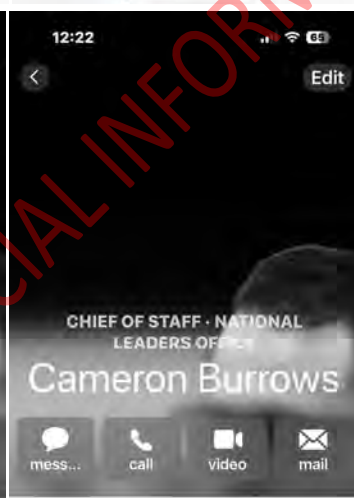
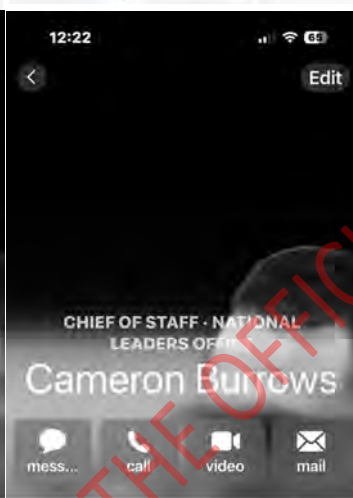
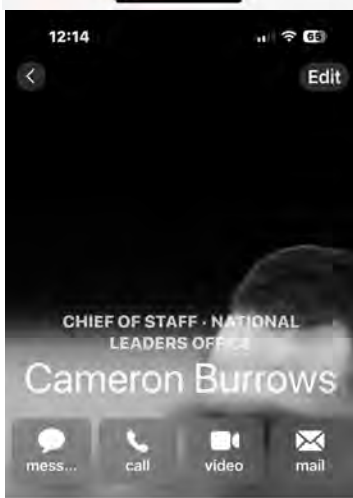


17 October 2024  
5:24PM Missed Call

18 October 2024  
5:38PM Incoming Call  
2 minutes

18 October 2024  
11:59AM Outgoing Call  
1 minute

21 October 2024  
10:58AM Missed Call

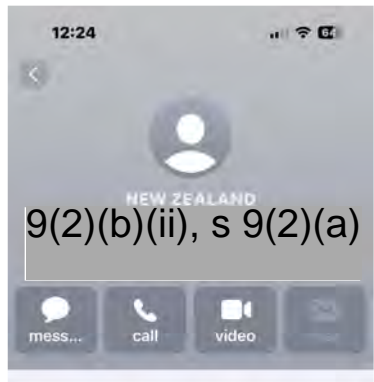


21 October 2024  
10:58AM Incoming Call  
2 minutes

17 October 2024  
9:10PM Incoming Call  
7 minutes

18 October 2024  
11:59AM Outgoing Call  
1 minute

18 October 2024  
8:26AM Outgoing Call  
26 seconds



8:34  
iMessage  
Thu, 10 Oct at 2:15 PM  
This is Andrew Bayly calling. Keen to talk when you have a moment. Thanks

10 October 2024  
2:50PM Incoming Call  
18 seconds

10 October 2024  
2:15PM Outgoing Call  
3 seconds

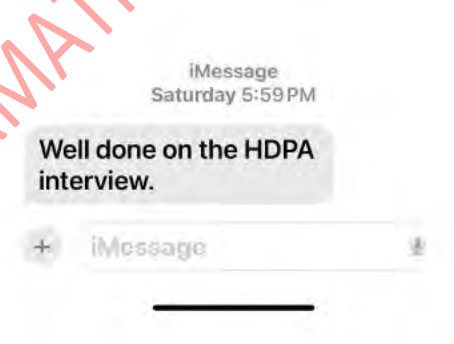
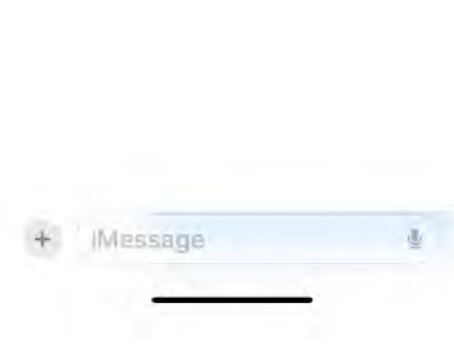
10 October 2024  
4:30PM Outgoing Call  
7 minutes

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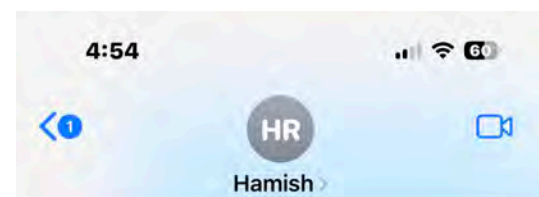
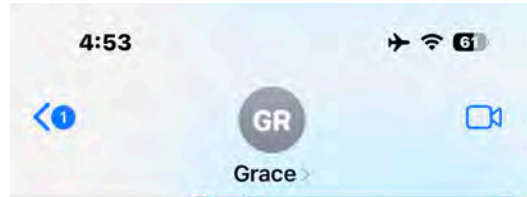
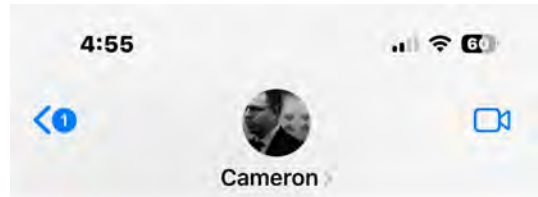


# Out of Scope

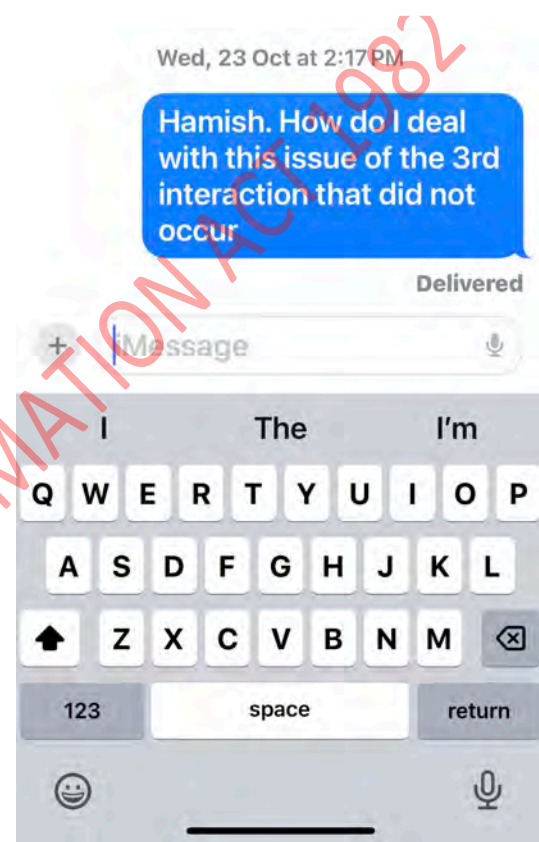
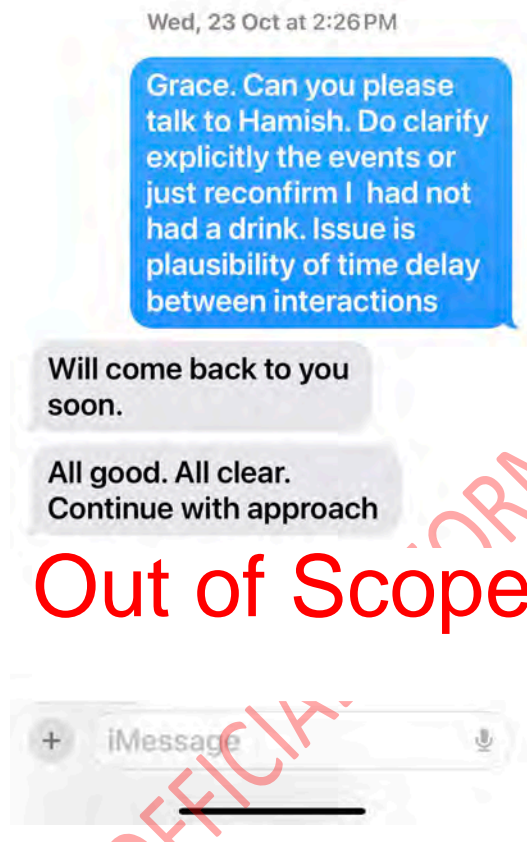
Out of Scope



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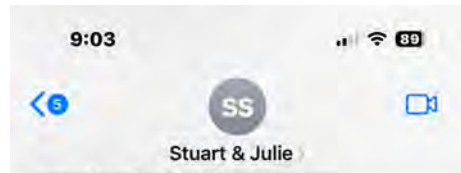
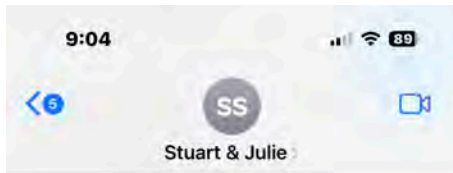
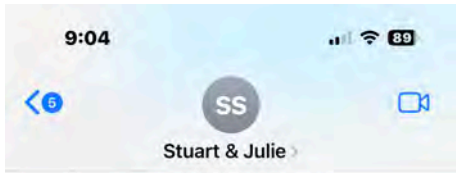
Out of Scope Out of Scope Out of Scope



Out of Scope

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Out of Scope

Stuart. Looking forward to seeing you on Thursday. How did you get on with getting some media. We could do just before your business lunch or at the airport at 5.00pm. Be good to get some SME/ Manufacturing coverage. Cheers

Out of Scope

applauds Marlborough collaboration  
**Manufacturing Minister applauds Marlborough collaboration**  
marlboroughapp.co.nz

Thanks. Good  
Read 11/10/2024

Fri, 11 Oct at 5:01 AM  
**Manufacturing Minister applauds Marlborough collaboration**  
+ iMessage

Text Message  
Saturday 4:47 PM  
You dropped out, will catch up next week

iMessage  
Saturday 5:59 PM  
Well done on the HDPA interview.  
+ iMessage

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**From:** [Jenna](#) s 9(2)(a)  
**To:** [Paul](#) s 9(2)(a)  
**Subject:** 3 Oct - run sheet for Minister Bayly's visit  
**Date:** Thursday, 26 September 2024 2:49:00 PM  
**Attachments:** [image001.jpg](#)

---

Hi Paul,

At our team meeting earlier today, Stuart asked me to follow up and request a copy of the run sheet for Minister Bayly's visit given it is under a week away. Please can you advise?

Thanks  
Jenna

s 9(2)(a)

**Communications Coordinator for Stuart Smith**, MP for Kaikoura,  
Chair Finance & Expenditure Select Committee. s 9(2)(a)

**Senior Executive Assistant for Sam Uffindell**, MP for Tauranga,  
Chair of Health Select Committee. s 9(2)(a)

s 9(2)(a)

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**From:** s 9(2)(a)  
**To:** Paul s 9(2)(a)  
**Cc:** s 9(2)(a)  
**Subject:** FW: Air NZ and delays to the day  
**Date:** Thursday, 3 October 2024 8:46:24 AM  
**Attachments:** [Image001.jpg](#)

---

Hi Paul,

Thanks for the update.

Jenna

s 9(2)(a)  
**Communications Coordinator for Stuart Smith**, MP for Kaikoura,  
Chair Finance & Expenditure Select Committee. s 9(2)(a)

**Senior Executive Assistant for Sam Uffindell**, MP for Tauranga,  
Chair of Health Select Committee. s 9(2)(a)

s 9(2)(a)

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**From:** Paul s 9(2)(a)  
**Sent:** Thursday, October 3, 2024 8:11 AM  
**To:** Stuart Smith <x@xx>; Jenna s 9(2)(a)  
Grace s 9(2)(a)  
Jack s 9(2)(a)  
**Subject:** Air NZ and delays to the day

Good Morning

Air NZ cancelled the ministers flight this morning however he will be on the next one

NZ5203 eta 1055

s 9(2)(a) travelling with the Minister has cancelled wine works and advised flip farm you will be marginally late so slimmed down the agenda. This should mean the rest of the day can continue as planned.

Jack will contact local media so they don't turn up in the wrong places.

Thanks Stuart for driving the Minister and s 9(2)(a) around all day and for your team organising the business forum.

No further action required- all the best for what I am sure will be a good day.

Kind regards

Paul <sup>s 9(2)(a)</sup>

Senior Private Secretary - Office of Hon Andrew Bayly

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**From:** Jenna s 9(2)(a)  
**To:** Paul s 9(2)(a)  
**Subject:** FW: Blenheim Forum  
**Date:** Tuesday, 17 September 2024 2:35:22 PM  
**Attachments:** image001.jpg

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Hi Paul,

Stuart has advised that a Summit lunch at Karaka located in Westwood Blenheim has been organised. If I happen to get sent any party advertising info, I'll pass this along.,

Thanks  
Jenna

---

**From:** Jenna s 9(2)(a)  
**Sent:** Tuesday, September 17, 2024 2:17:38 PM  
**To:** Stuart Smith <x@xx>  
**Subject:** FW: Blenheim Forum

Hi Stuart,

Are there any details for the party event when Minister Bayly visits?

Thanks  
Jenna

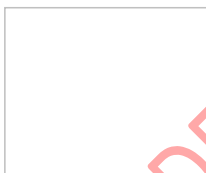
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**From:** Paul s 9(2)(a)  
**Sent:** Tuesday, September 17, 2024 1:35 PM  
**To:** Jenna s 9(2)(a)  
**Subject:** Blenheim Forum

Hi Jenna

Do we have a location for the lunch forum please – just working on a couple of logistics

Cheers



**Paul** s 9(2)(a)  
Senior r e Secretary | Office of Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

s 9(2)(a)

Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)  
Private Bag 16041, Parliament Buildings, Wellington 6160, New Zealand

**From:** s 9(2)(a)  
**To:** Pau s 9(2)(a)  
**Subject:** RE: 03 Oct Blenheim trip  
**Date:** Friday, 20 September 2024 3:52:33 PM  
**Attachments:** [image001.jpg](#)  
[image002.jpg](#)

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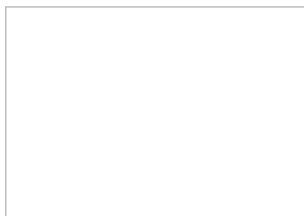
Thanks Paul, that's great. I've reached out to Grace on email and phone to clarify a suitable time to connect and will try again next week.

Thanks and have a great weekend,  
Jenna

s 9(2)(a)  
**Communications Coordinator for Stuart Smith, MP for Kaikoura,**  
Chair Finance & Expenditure Select Committee. s 9(2)(a)

**Senior Executive Assistant for Sam Uffindell, MP for Tauranga,**  
Chair of Health Select Committee. s 9(2)(a)

s 9(2)(a)



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**From:** Paul s 9(2)(a)  
**Sent:** Friday, September 20, 2024 3:41 PM  
**To:** Jenna s 9(2)(a)

Grace s 9(2)(a)

**Subject:** RE: 03 Oct Blenheim trip

Hi Jenna

Grace is on leave today – you will need to connect with her on Monday.

We had seen the stuff article already thank you.

Blenheim looks on track.

Have a good weekend

Cheers



**Paul** s 9(2)(a)  
Senior Executive Secretary | Office of Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

s 9(2)(a)

Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)  
Private Bag 16041, Parliament Buildings, Wellington 6160, New Zealand

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**From:** Jenna s 9(2)(a)  
**Sent:** Friday, September 20, 2024 2:58 PM  
**To:** Grace s 9(2)(a)  
**Cc:** Paul s 9(2)(a)  
**Subject:** RE: 03 Oct Blenheim trip

Hi Grace,

I am just checking in re Minister Bayly's visit given we have not connected. Is there anything you need?

Also, I thought I would forward you a link to the latest Stuff article I wrote for Stuart so you could see Labour's response: <https://www.stuff.co.nz/politics/350414033/competition-grocery-sector-failing-kiwi-households>

Thanks  
Jenna

**s 9(2)(a)**  
**Communications Coordinator for Stuart Smith**, MP for Kaikoura,  
Chair Finance & Expenditure Select Committee. **s 9(2)(a)**

**Senior Executive Assistant for Sam Uffindell**, MP for Tauranga,  
Chair of Health Select Committee. **s 9(2)(a)**

**s 9(2)(a)**



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**From:** Grace **s 9(2)(a)**  
**Sent:** Tuesday, September 17, 2024 5:17 PM  
**To:** Jenna **s 9(2)(a)**  
**Subject:** RE: 03 Oct Blenheim trip

Hi Jenna,

I just tried to give you a ring but realise it is after 5pm now! Let's try and connect tomorrow. Do you want to give me a ring on my mobile and we can find a time?

Many thanks,  
Grace

Office of Hon. Andrew Bayly and Hon. Chris Penk  
**s 9(2)(a)**

---

**From:** Jennas **9(2)(a)**  
**Sent:** Friday, September 13, 2024 12:11 PM  
**To:** Grace **s 9(2)(a)**  
**Subject:** RE: 03 Oct Blenheim trip

Hi Grace

Many thanks. Would you have time on precinct on Tues/Wed to chat?

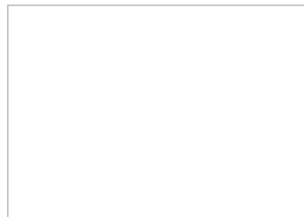
I'll reach out to the team for a list of local media contacts for you in case that is needed and I'll reach out to NLO for availability in the interim.

Thanks and have a great weekend,  
Jenna

**s 9(2)(a)**  
**Communications Coordinator for Stuart Smith**, MP for Kaikoura,  
Chair Finance & Expenditure Select Committee. **s 9(2)(a)**

**Senior Executive Assistant for Sam Uffindell**, MP for Tauranga,  
Chair of Health Select Committee. **s 9(2)(a)**

**s 9(2)(a)**



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Grace **s 9(2)(a)**  
**Sent:** Friday, September 13, 2024 7:40 AM  
**To:** Jenna **s 9(2)(a)**  
**Subject:** Re: 03 Oct Blenheim trip

Paul **s 9(2)(a)**

Hi Jenna,

Sorry we haven't connected yet. You are welcome to invite media and/or NLO to attend part or all of the Blenheim trip.

If you invite journalists I'd just be clear about what you are inviting them for so they don't think there is a big announcement planned and check in with the various hosts and make sure they are happy to have media/cameras on site.

I don't have any Blenheim regional media contacts but I imagine the electorate office will have some?

Please let me know what you decide in advance of the trip so the I can brief the Minister.

Happy to chat further if you'd like. I'm travelling with the Minister today but will have time in between meetings for a phone chat.

Many thanks & warm wishes,  
Grace

s 9(2)(a)

Get [Outlook for iOS](#)

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**From:** Jenna s 9(2)(a)  
**Sent:** Wednesday, September 11, 2024 2:55:31 PM  
**To:** Paul s 9(2)(a) Grace s 9(2)(a)  
**Subject:** RE: 03 Oct Blenheim trip

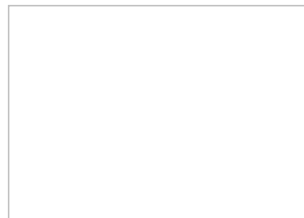
Thanks Paul, and hi Grace. Let me know a suitable time and I can pop down for a chat. My office is just above yours – directly opposite the narrow lift.

Thanks  
Jenna

s 9(2)(a)  
**Communications Coordinator for Stuart Smith**, MP for Kaikoura,  
Chair Finance & Expenditure Select Committee. s 9(2)(a)

**Senior Executive Assistant for Sam Uffindell**, MP for Tauranga,  
Chair of Health Select Committee. s 9(2)(a)

s 9(2)(a)



---

**From:** Paul s 9(2)(a)  
**Sent:** Wednesday, September 11, 2024 2:40 PM  
**To:** Jenna s 9(2)(a) Grace s 9(2)(a)  
**Subject:** 03 Oct Blenheim trip

Hi Jenna

Please let me e-intro you to Grace our Press Sec

I will leave you to chat about local media opportunities and Social Media

Cheers





Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

s 9(2)(a)

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# Kaikoura Electorate – Local Media Contacts

## **RADIO**

### **Mediaworks Blenheim**

[03 984 3400](tel:039843400)

## **PRINT**

### **The Marlborough Express:**

(03) 520 8900

Regional editor: [Ian Allen](#)

News director: [Jennifer Eder](#)

Reporters: Local Democracy Reporter [Maia Hart](#), [Andy Brew](#) and [Matthew Hampson](#).

### **The Blenheim Sun**

[news@blenheimsun.co.nz](mailto:news@blenheimsun.co.nz)

Phone: 03 577 7868

### **The Marlborough Weekly**

Phone: [03 928 4121](tel:039284121)

<https://marlboroughweekly.co.nz/team>

## **NZME**

03 578 0129

[www.nzme.co.nz](http://www.nzme.co.nz)

### **Top South Media**

Anna Simpson

Advertising Specialist

s 9(2)(a) [www.topsouthmedia.co.nz](http://www.topsouthmedia.co.nz)

### **Mediaworks Marlborough**

s 9(2)(a)

Mark Hams s 9(2)(a)

### **The Hurunui Magazine**

Jeremy

s 9(2)(a)

**Stuff**

Debbie Brooks

Marketing Strategist

s 9(2)(a)

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**From:** [Jenna s 9\(2\)\(a\)](#)  
**To:** [Paul s 9\(2\)\(a\)](#) [Grace s 9\(2\)\(a\)](#)  
**Subject:** RE: 03 Oct Blenheim trip  
**Date:** Wednesday, 11 September 2024 2:55:34 PM  
**Attachments:** [image002.jpg](#)  
[image003.jpg](#)

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Thanks Paul, and hi Grace. Let me know a suitable time and I can pop down for a chat. My office is just above yours – directly opposite the narrow lift.

Thanks  
Jenna

[s 9\(2\)\(a\)](#) [t](#)  
**Communications Coordinator for Stuart Smith**, MP for Kaikoura,  
Chair Finance & Expenditure Select Committee. [s 9\(2\)\(a\)](#)

**Senior Executive Assistant for Sam Uffindell**, MP for Tauranga,  
Chair of Health Select Committee. [s 9\(2\)\(a\)](#)

[s 9\(2\)\(a\)](#)



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**From:** Paul [s 9\(2\)\(a\)](#)  
**Sent:** Wednesday, September 11, 2024 2:40 PM  
**To:** Jenna [s 9\(2\)\(a\)](#)

Grace [s 9\(2\)\(a\)](#)

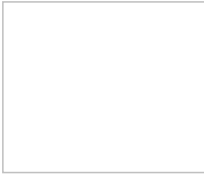
**Subject:** 03 Oct Blenheim trip

Hi Jenna

Please let me e-intro you to Grace [9\(2\)\(a\)](#)

I will leave you to chat about local media opportunities and Social Media

Cheers



**Paul** [s 9\(2\)\(a\)](#)  
Senior [s 9\(2\)\(a\)](#) Secretary | Office of Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

[s 9\(2\)\(a\)](#)

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**From:** s 9(2)(a)  
**Sent:** Wednesday, 2 October 2024 10:27 AM  
**To:** Paul s 9(2)(a) Grace s 9(2)(a)  
Jack s 9(2)(a)  
**Subject:** URGENT - Media confirmation for tomorrow

Good morning Paul, Grace and Jack,

Minister Bayly has texted Stuart asking how our office is getting on with the media – I spoke with Grace yesterday and she confirmed she would organise which I confirmed in an email reply to Jack.

Please can you confirm whether you would like media to accompany the Minister and Stuart on visits tomorrow? Or whether you would like a stand up? Below is a draft email we can send out – but we need a decision to be made by the Minister's office advising your preference.

If we do not hear by 11am, we will send the below out and suggest a stand up.

Many thanks,  
Jenna

**From:** Vanessa s 9(2)(a)  
**Sent:** Wednesday, October 2, 2024 10:19 AM  
**To:** Jenna s 9(2)(a)  
**Subject:** draft

Good morning

Minister Andrew Bayly, Minister of Commerce and Consumer Affairs, Minister for Small Business and Manufacturing, and Minister of Statistics, will be in Marlborough tomorrow, attending a number of visits to various business operations in Marlborough.

The Minister's office have this morning asked us if it would be possible to arrange a media stand up – either at the airport at 17.00hrs or, if you prefer, at midday in the conference room in Stuart's office, 22 Scott Street.

Please kindly respond on receipt.

Thank you

Vanessa s 9(2)(a)

**MP Support Coordinator for Stuart Smith**  
Member of Parliament for Kaikōura Electorate  
22 Scott Street Blenheim 7201 | PO Box 130 Blenheim 7204  
s 9(2)(a)

---

*Authorised by Stuart Smith MP 22 Scott Street Blenheim 7201*

**From:** Jenna s 9(2)(a)  
**Sent:** Tuesday, October 1, 2024 12:11 PM  
**To:** Jack s 9(2)(a)  
**Cc:** Grace s 9(2)(a)  
**Subject:** RE: 3 Oct - run sheet for Minister Bayly's visit

Hi Jack,

I spoke with Grace on the phone before and she'll manage the media aspect of the programme and reconfirm.

Thanks  
Jenna

s 9(2)(a)

**Communications Coordinator for Stuart Smith**, MP for  
Kaikoura,  
Chair Finance & Expenditure Select Committee. s 9(2)(a)

**Senior Executive Assistant for Sam Uffindell**, MP for  
Tauranga,  
Chair of Health Select Committee. s 9(2)(a)

s 9(2)(a)

s 9(2)(a)

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**From:** Jenna s 9(2)(a)  
**Sent:** Wednesday, 2 October 2024 10:38 AM  
**To:** Jack s 9(2)(a)  
**Cc:** Paul s 9(2)(a) Grace s 9(2)(a)

**Subject:** RE: URGENT - Media confirmation for tomorrow

Many thanks Jack, please keep us posted.

Jenna

**From:** Jack s 9(2)(a)  
**Sent:** Wednesday, October 2, 2024 10:30 AM  
**To:** Jenna s 9(2)(a)  
**Cc:** Paul s 9(2)(a) Grace s 9(2)(a)

**Subject:** RE: URGENT - Media confirmation for tomorrow

Hi Jenna,

We are getting in contact with the journos you sent us on the list. This is as per our conversation yesterday. When we have got indications from the journos on this we will be in touch with you to let you know.

No need to send out that email.

Thanks,  
Jack



**Jack** s 9(2)(a)  
Private Secretary (Administration) | Office of Hon Andrew Bayly

Member of Parliament for Port Waikato  
Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics

s 9(2)(a)

Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)

Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

**From:** Jenna s 9(2)(a)  
**Sent:** Wednesday, October 2, 2024 10:27 AM  
**To:** Paul s 9(2)(a) Grace s 9(2)(a)  
; Jack s 9(2)(a)

**Subject:** URGENT - Media confirmation for tomorrow

Good morning Paul, Grace and Jack,

Minister Bayly has texted Stuart asking how our office is getting on with the media – I spoke with Grace yesterday and she confirmed she would organise which I confirmed in an email reply to Jack.

Please can you confirm whether you would like media to accompany the Minister and Stuart on visits tomorrow? Or whether you would like a stand up? Below is a draft email we can send out – but we need a decision to be made by the Minister's office advising your preference.

If we do not hear by 11am, we will send the below out and suggest a stand up.

Many thanks,

Jenna

**From:** Vanessa s 9(2)(a)

**Sent:** Wednesday, October 2, 2024 10:19 AM

**To:** Jenna s 9(2)(a)

**Subject:** draft

Good morning

Minister Andrew Bayly, Minister of Commerce and Consumer Affairs, Minister for Small Business and Manufacturing, and Minister of Statistics, will be in Marlborough tomorrow, attending a number of visits to various business operations in Marlborough.

The Minister's office have this morning asked us if it would be possible to arrange a media stand up – either at the airport at 17.00hrs or, if you prefer, at midday in the conference room in Stuart's office, 22 Scott Street.

Please kindly respond on receipt.

Thank you

Vanessa s 9(2)(a)

**MP Support Coordinator for Stuart Smith**

Member of Parliament for Kaikoura Electorate

22 Scott Street Blenheim 7201 | PO Box 130 Blenheim 7204

s 9(2)(a)

---

*Authorised by Stuart Smith MP 22 Scott Street Blenheim 7201*

**From:** Jenna s 9(2)(a) t

**Sent:** Tuesday, October 1, 2024 12:11 PM

**To:** Jack s 9(2)(a)

**Cc:** Grace s 9(2)(a)

**Subject:** RE: 3 Oct - run sheet for Minister Bayly's visit

Hi Jack,

I spoke with Grace on the phone before and she'll manage the media aspect of the programme and reconfirm.

Thanks

Jenna



s 9(2)(a)

**Communications Coordinator for Stuart Smith**, MP for  
Kaikoura,  
Chair Finance & Expenditure Select Committee. Ph s 9(2)(a)

**Senior Executive Assistant for Sam Uffindell**, MP for  
Tauranga,  
Chair of Health Select Committee. s 9(2)(a)

s 9(2)(a)



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**From:** Jenna s 9(2)(a)  
**Sent:** Thursday, 3 October 2024 8:43 AM  
**To:** Jack s 9(2)(a)  
**Cc:** Grace s 9(2)(a)

Paul s 9(2)(a)

**Subject:** RE: URGENT - Media confirmation for tomorrow

Thanks for confirming this – we had discussed the conference room in the ECO via phone.  
Jenna

**From:** Jack s 9(2)(a)  
**Sent:** Thursday, October 3, 2024 8:40 AM  
**To:** Jenna s 9(2)(a)  
**Cc:** Grace s 9(2)(a)

Paul s 9(2)(a)

**Subject:** Re: URGENT - Media confirmation for tomorrow

Hi Jenna,

No. As discussed in earlier emails it is at the same venue as the business forum. It will just be outside or around the site somewhere.

Thanks,  
Jack

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---

**From:** Jenna s 9(2)(a)  
**Sent:** Thursday, October 3, 2024 8:36:42 AM  
**To:** Jack s 9(2)(a)  
**Cc:** Grace s 9(2)(a)

Paul s 9(2)(a)

**Subject:** RE: URGENT - Media confirmation for tomorrow

Thanks Jack, just checking the media conference is at e ECO, 22 Scott Street? So I can let Stuart, Vanessa and Alan know.

Thanks  
Jenna

**From:** Jack s 9(2)(a)  
**Sent:** Wednesday, October 2, 2024 5:57 PM  
**To:** Paul s 9(2)(a)  
**Cc:** Grace s 9(2)(a)

Jenna s 9(2)(a)

**Subject:** Re: URGENT - Media confirmation for tomorrow

Hi Jenna,

Sorry for the delay!

We have some media sorted for tomorrow. They will be there during the allotted time we have for media, and potentially at other times during the day - but I will confirm this with you as soon as I know!

Thanks,  
Jack

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---

**From:** Paul s 9(2)(a)  
**Sent:** Wednesday, October 2, 2024 5:06:00 PM  
**To:** Jenna s 9(2)(a)  
**Cc:** Grace s 9(2)(a)  
**Subject:** RE: URGENT - Media confirmation for tomorrow

Jack s 9(2)(a)

Hi Jenna  
Jack is in transit but will email you shortly  
Cheers



**Paul** s 9(2)(a)  
Senior Private Secretary | Office of Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

s 9(2)(a)

Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)

Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

---

**From:** Jenna s 9(2)(a)  
**Sent:** Wednesday, October 2, 2024 4:57 PM  
**To:** Jack s 9(2)(a)  
**Cc:** Paul s 9(2)(a) Grace s 9(2)(a)  
**Subject:** RE: URGENT - Media confirmation for tomorrow

Hi Jack,

Just wondering how you got on, and if there is any end-of-day update that I can pass on to Stuart regarding what is happening tomorrow?

Many thanks  
Jenna

s 9(2)(a)

Communications Coordinator for Stuart Smith, Member of Parliament for Kaikoura  
s 9(2)(a)



**STUART SMITH**  
MP for Kaikōura

stuartsmith.national   stuart.smith@parliament.govt.nz

Funded by the Parliamentary Service. Authorised by Stuart Smith, Parliament Buildings, Wgtn.



**From:** Jack s 9(2)(a)

**Sent:** Wednesday, October 2, 2024 10:30 AM

**To:** Jenna s 9(2)(a)

**Cc:** Paul s 9(2)(a)

Grace s 9(2)(a)

**Subject:** RE: URGENT - Media confirmation for tomorrow

Hi Jenna,

We are getting in contact with the journos you sent us on the list. This is as per our conversation yesterday. When we have got indications from the journos on this we will be in touch with you to let you know.

No need to send out that email.

Thanks,

Jack



**Jack** s 9(2)(a)

Private Secretary (Administration) | Office of Hon Andrew Bayly

Member of Parliament for Port Waikato

Minister of Commerce and Consumer Affairs

Minister for Small Business and Manufacturing

Minister of Statistics

DDI: s 9(2)(a)

Email: s 9(2)(a)

Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)

Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

**From:** Jenna s 9(2)(a)

**Sent:** Wednesday, October 2, 2024 10:27 AM

**To:** Paul s 9(2)(a)

Grace s 9(2)(a)

Jack s 9(2)(a)

**Subject:** URGENT - Media confirmation for tomorrow

Good morning Paul, Grace and Jack,

Minister Bayly has texted Stuart asking how our office is getting on with the media – I spoke with Grace yesterday and she confirmed she would organise which I confirmed in an email reply to Jack.

Please can you confirm whether you would like media to accompany the Minister and Stuart on visits tomorrow? Or whether you would like a stand up? Below is a draft email we can send out – but we need a decision to be made by the Minister's office advising your preference.

If we do not hear by 11am, we will send the below out and suggest a stand up.

Many thanks,

Jenna

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**To:** Jenna s 9(2)(a)

**Subject:** draft

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The Minister's office have this morning asked us if it would be possible to arrange a media stand up – either at the airport at 17.00hrs or, if you prefer, at midday in the conference room in Stuart's office, 22 Scott Street.

Please kindly respond on receipt.

Thank you

Vanessa s 9(2)(a)

**MP Support Coordinator for Stuart Smith**

Member of Parliament for Kaikōura Electorate

22 Scott Street Blenheim 7201 | PO Box 130 Blenheim 7204

s 9(2)(a)

---

*Authorised by Stuart Smith MP 22 Scott Street Blenheim 7201*

**From:** Jenna s 9(2)(a)

**Sent:** Tuesday, October 1, 2024 12:11 PM

**To:** Jack s 9(2)(a)

**Cc:** Grace s 9(2)(a)

**Subject:** RE: 3 Oct - run sheet for Minister Bayly's visit

Hi Jack,

I spoke with Grace on the phone before and she'll manage the media aspect of the programme and reconfirm.

Thanks

Jenna

**s 9(2)(a)**

**Communications Coordinator for Stuart Smith**, MP for  
Kaikoura,  
Chair Finance & Expenditure Select Committee. **s 9(2)(a)**

**Senior Executive Assistant for Sam Uffindell**, MP for  
Tauranga,  
Chair of Health Select Committee. **s 9(2)(a)**



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**From:** Jenna s 9(2)(a)  
**Sent:** Thursday, 26 September 2024 4:52 PM  
**To:** Paul s 9(2)(a)  
**Subject:** RE: 3 Oct - run sheet for Minister Bayly's visit

All good, and thanks Paul.

s 9(2)(a)  
**Communications Coordinator for Stuart Smith**, MP for  
Kaikoura,  
Chair Finance & Expenditure Select Committee. s 9(2)(a)

**Senior Executive Assistant for Sam Uffindell**, MP for  
Tauranga,  
Chair of Health Select Committee. s 9(2)(a)

s 9(2)(a)



**From:** Paul s 9(2)(a)  
**Sent:** Thursday, September 26, 2024 4:40 PM  
**To:** Jenna- s 9(2)(a)  
**Subject:** RE: 3 Oct - run sheet for Minister Bayly's visit

Thanks Jenna

Grace has been busy so I will chase her

Cheers



**Paul** s 9(2)(a)  
Senior Private Secretary | Office of Hon Andrew Bayly  
  
Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

s 9(2)(a)

Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)

Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

**From:** Jenna s 9(2)(a)  
**Sent:** Thursday, September 26, 2024 4:35 PM  
**To:** Paul s 9(2)(a)  
**Subject:** RE: 3 Oct - run sheet for Minister Bayly's visit

Hi Paul,

Thanks for sending this through. I have reached out a few times to Grace via email and phone however she hasn't come back to me. Please could you ask what she prefers and let me know? I have previously emailed through a list of local media to you and Grace.

I'll send this on to the team now.

Thanks  
Jenna

s 9(2)(a)  
**Communications Coordinator for Stuart Smith**, MP for  
Kaikoura,  
Chair Finance & Expenditure Select Committee. fs 9(2)(a)

**Senior Executive Assistant for Sam Uffindell**, MP for  
Tauranga,  
Chair of Health Select Committee. s 9(2)(a)



**From:** Paul s 9(2)(a)  
**Sent:** Thursday, September 26, 2024 2:55 PM  
**To:** Jenna s 9(2)(a)  
**Subject:** RE: 3 Oct - run sheet for Minister Bayly's visit

Hi Jenna

My apologies – I thought Jack had sent this to you – I have the slot for Media but wasn't sure if you and Grace had figured something out



Thursday October 3, 2024

- 6:30 AM - 7:00 AM s 9(2)(a) Residence > AKL Airport
- 7:45 AM - 9:15 AM NZ5201 THU 03OCT AKL BHE 0745/0915; s 9(2)(a)
- 9:45 AM - 10:45 AM VISIT: Wineworks; 26 Liverpool Street, Riverlands 7274
- 11:00 AM - 12:00 PM VISIT: Flip farm; 6-8 Scott St, Blenheim 7201
- 12:15 PM - 12:30 PM MEDIA: ??
- 12:30 PM - 2:00 PM Stuart Smith Business Forum; Karaka Westwood
- 2:15 PM - 3:15 PM VISIT: OXIN Smart Machines; 32 New Renwick Road, Redwoodtown, Blenheim 7201
- 3:45 PM - 4:45 PM VISIT: Spy Valley Wines; 37 Lake Timara Road West, 7276
- 5:35 PM - 7:05 PM NZ5202 THU 03 OCT BHEAKL 1735/1905; s 9(2)(a)
- 7:00 PM - 7:30 PM s 9(2)(a) Airport > Residence

Any questions let me know

Cheers



Paul s 9(2)(a)

Senior Private Secretary | Office of Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

s 9(2)(a)

Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)

Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

**From:** Jenna s 9(2)(a)

**Sent:** Thursday, September 26, 2024 2:49 PM

**To:** Paul s 9(2)(a)

**Subject:** 3 Oct - run sheet for Minister Bayly's visit

Hi Paul,

At our team meeting earlier today, Stuart asked me to follow up and request a copy of the run sheet for Minister Bayly's visit given it is under a week away. Please can you advise?

Thanks  
Jenna

s 9(2)(a)

**Communications Coordinator for Stuart Smith, MP for  
Kaikoura,  
Chair Finance & Expenditure Select Committee. s 9(2)(a)**

**Senior Executive Assistant for Sam Uffindell, MP for  
Tauranga,  
Chair of Health Select Committee. s 9(2)(a)**



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**From:** Jenna-**s 9(2)(a)**  
**Sent:** Tuesday, 3 September 2024 5:13 PM  
**To:** Paul **s 9(2)(a)**  
**Subject:** RE: 03 October - Minister Bayly in Blenheim

Thanks Paul, I've texted Stuart, who is up in Auckland at present, so it will likely be tomorrow that I come back to you. Totally understand re commercial sensitivities and if possible, one suggestion would be to group those visits so Stuart doesn't have gaps in between.

Thanks  
Jenna

**From:** Paul **s 9(2)(a)**  
**Sent:** Tuesday, September 3, 2024 5:07 PM  
**To:** Jenna-**s 9(2)(a)**  
**Subject:** RE: 03 October - Minister Bayly in Blenheim

Hi Jenna

Stuart suggested a couple of companies – We will invite Stuart to everything we can but the nature of Ministerial visits at times there is commercial sensitivities etc so we can't always.

Once we get Stuart's sign off to come and we get the run sheet to you we can discuss logistics etc and about Max from the Digi team

Cheers



**Paul** **s 9(2)(a)**  
Senior Private Secretary | Office of Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

**s 9(2)(a)**

Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)

Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

**From:** Jenna s 9(2)(a)  
**Sent:** Tuesday, September 3, 2024 4:47 PM  
**To:** Paul s 9(2)(a)  
**Subject:** RE: 03 October - Minister Bayly in Blenheim

Many thanks Paul, I can see Stuart has a hold that day for something else, so we'll discuss and come back to you asap. It will be great to host the Minister at the top end of the electorate and depending on the run sheet, Stuart often picks the Minister and Advisor up and escorts them for the day.

Let me know if you think this would be a good visit for Max from the digi team to accompany? It would be great to have businesses and manufacturers filmed with the Minister and Stuart. Previously, Minister Willis and Goldsmith visits, they tended to be closed invite meetings which didn't really suit.

I'll be your key contact person for this visit and will liaise with Vanessa in the electorate office as we usually organise the visits.

Thanks  
Jenna

s 9(2)(a)  
Communications Coordinator for Stuart Smith, Member of Parliament for Kaikoura  
s 9(2)(a)



**From:** Paul s 9(2)(a)  
**Sent:** Tuesday, September 3, 2024 4:31 PM  
**To:** Stuart Smith <Stuart.Smith@parliament.govt.nz>  
**Cc:** Jenna-s 9(2)(a)

Alan s 9(2)(a)

**Subject:** 03 October - Minister Bayly in Blenheim

Hi Stuart, Jenna and Alan,

Minister Bayly is keen to do some Ministerial visits in Blenheim however has asked if you would like us to put some time aside for a Business Forum Lunch or Party fundraiser lunch? to support your work down there.

The Minister is looking at this stage will arrive 9.15am and depart 5.35pm - so we can put 90 minutes aside say 12.30pm – 2pm and if you can organise that and the other Visits we can arrange and we will update you as to the visits – a couple of which Stuart suggested to me the other day.

This is just a suggestion as to the lunch – if you prefer an hour for a town hall session we could look to do that too.

Open to the conversation - I look forward to hearing from you in due course

Thanks and regards



**Paul** <sup>s 9(2)(a)</sup>

Senior Private Secretary | Office of Hon Andrew Bayly

Minister of Commerce and Consumer Affairs

Minister for Small Business and Manufacturing

Minister of Statistics

MP for Port Waikato

**s 9(2)(a)**

Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)

Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

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**Paul** s 9(2)(a)  
Senior Private Secretary | Office of Hon Andrew Bayly  
Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

s 9(2)(a)

Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)

Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

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**Sent:** Tuesday, September 3, 2024 4:47 PM  
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depending on the run sheet, Stuart often picks the Minister and Advisor up and escorts them for the day.

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Thanks  
Jenna

s 9(2)(a)

Communications Coordinator for Stuart Smith, Member of Parliament for Kaikoura

s 9(2)(a)



**From:** Paul s 9(2)(a)

**Sent:** Tuesday, September 3, 2024 4:31 PM

**To:** Stuart Smith <[Stuart.Smith@parliament.govt.nz](mailto:Stuart.Smith@parliament.govt.nz)>

**Cc:** Jenna-s 9(2)(a)

Alan s 9(2)(a)

**Subject:** 03 October - Minister Bayly in Blenheim

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This is just a suggestion as to the lunch – if you prefer an hour for a town hall session we could look to do that too.

Open to the conversation - I look forward to hearing from you in due course

Thanks and regards



**Paul** <sup>s 9(2)(a)</sup>

Senior Private Secretary | Office of Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

**s 9(2)(a)**

Website:

[www.Beehive.govt.nz](http://www.Beehive.govt.nz)

Private Bag 18041, Parliament Buildings, Wellington  
6160, New Zealand

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**From:** Jenna-[s 9\(2\)\(a\)](#)

**Sent:** Thursday, 5 September 2024 10:31 AM

**To:** Stuart Smith <[Stuart.Smith@parliament.govt.nz](mailto:Stuart.Smith@parliament.govt.nz)>; Paul [s 9\(2\)\(a\)](#)

**Subject:** RE: 03 October - Minister Bayly in Blenheim

Hi Paul,

I've got some dates in November to offer – just off to a team meeting and will be in touch shortly.

Thanks

Jenna

[s 9\(2\)\(a\)](#)

**Communications Coordinator for Stuart Smith**, MP for  
Kaikoura,  
Chair Finance & Expenditure Select Committee. [s 9\(2\)\(a\)](#)

**Senior Executive Assistant for Sam Uffindell**, MP for  
Tauranga,  
Chair of Health Select Committee. [s 9\(2\)\(a\)](#)

[s 9\(2\)\(a\)](#)

**From:** Stuart Smith <[Stuart.Smith@parliament.govt.nz](mailto:Stuart.Smith@parliament.govt.nz)>

**Sent:** Thursday, September 5, 2024 10:30 AM

**To:** Paul Moir [s 9\(2\)\(a\)](#)

**Cc:** Jenna-Lea Philpott [s 9\(2\)\(a\)](#)

**Subject:** RE: 03 October - Minister Bayly in Blenheim

I am overseas from October 9<sup>th</sup> to the 21<sup>st</sup>.

It might be better if you and Jenna get together to go through potential dates.

**STUART SMITH**

MP for Kaikōura

[stuartsmith.national](https://www.stuartsmith.national.govt.nz) [stuart.smith@parliament.govt.nz](mailto:stuart.smith@parliament.govt.nz)

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**From:** Paul Moir s 9(2)(a)  
**Sent:** Thursday, September 5, 2024 10:23 AM  
**To:** Stuart Smith <Stuart.Smith@parliament.govt.nz>  
**Cc:** Jenna s 9(2)(a)

Alan s 9(2)(a)

**Subject:** RE: 03 October - Minister Bayly in Blenheim

Hi Stuart

Sorry 30<sup>th</sup> wont work – would the 9<sup>th</sup> October? Potentially with an overnight so could do an evening event? And Andrew could fly home in the morning

Cheers



**Paul** s 9(2)(a)

Senior Private Secretary | Office of Hon Andrew Bayly

Minister of Commerce and Consumer Affairs  
Minister for Small Business and Manufacturing  
Minister of Statistics  
MP for Port Waikato

s 9(2)(a)

Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)

Private Bag 18041, Parliament Buildings, Wellington 6160, New Zealand

**From:** Stuart Smith <Stuart.Smith@parliament.govt.nz>  
**Sent:** Thursday, September 5, 2024 10:11 AM  
**To:** Paul s 9(2)(a)  
**Cc:** Jenna s 9(2)(a)

Alan s 9(2)(a)

**Subject:** RE: 03 October - Minister Bayly in Blenheim

Hi Paul,

Unfortunately, the 3<sup>rd</sup> doesn't work, how about September 30<sup>th</sup>?

**STUART SMITH**

MP for Kaikōura

[stuartsmith.national](https://www.stuartsmith.national.govt.nz) [stuart.smith@parliament.govt.nz](mailto:stuart.smith@parliament.govt.nz)

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**From:** Paul s 9(2)(a)  
**Sent:** Tuesday, September 3, 2024 4:31 PM

**To:** Stuart Smith <[Stuart.Smith@parliament.govt.nz](mailto:Stuart.Smith@parliament.govt.nz)>

**Cc:** Jenna s 9(2)(a)

; Alan s 9(2)(a)

**Subject:** 03 October - Minister Bayly in Blenheim

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Open to the conversation - I look forward to hearing from you in due course

Thanks and regards



**Paul** s 9(2)(a)

Senior Private Secretary | Office of Hon Andrew Bayly

Minister of Commerce and Consumer Affairs

Minister for Small Business and Manufacturing

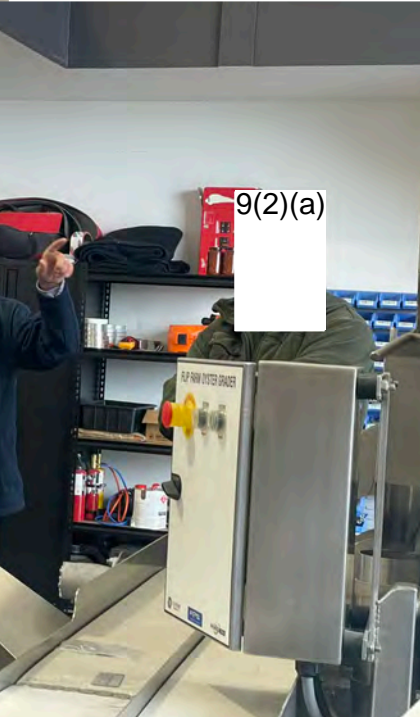
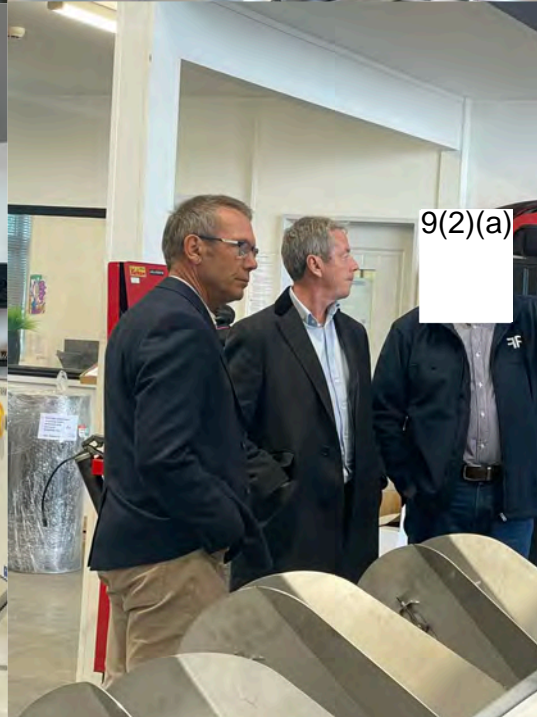
Minister of Statistics

MP for Port Waikato

s 9(2)(a)

Website: [www.Beehive.govt.nz](http://www.Beehive.govt.nz)

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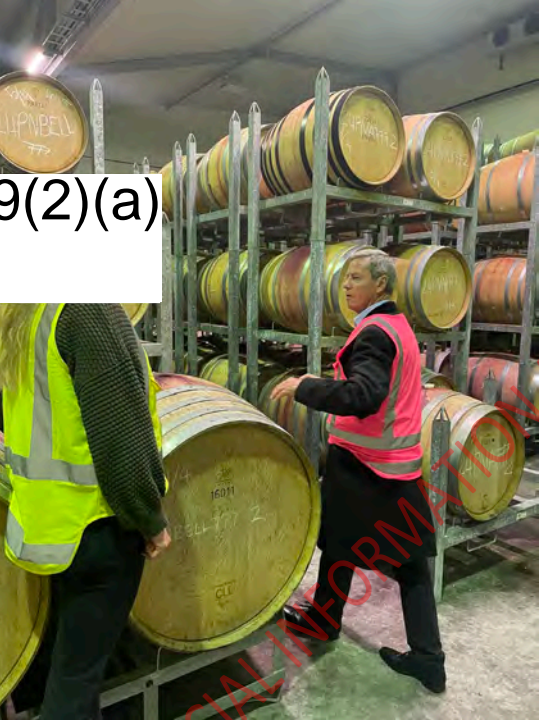


9(2)(a)



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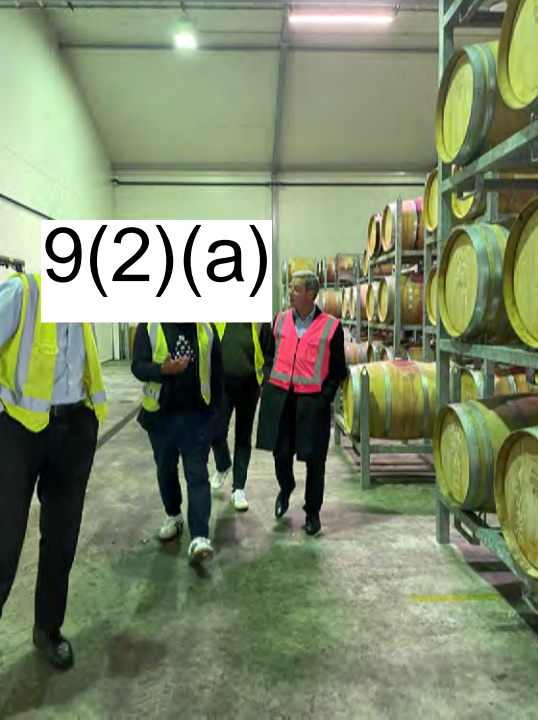
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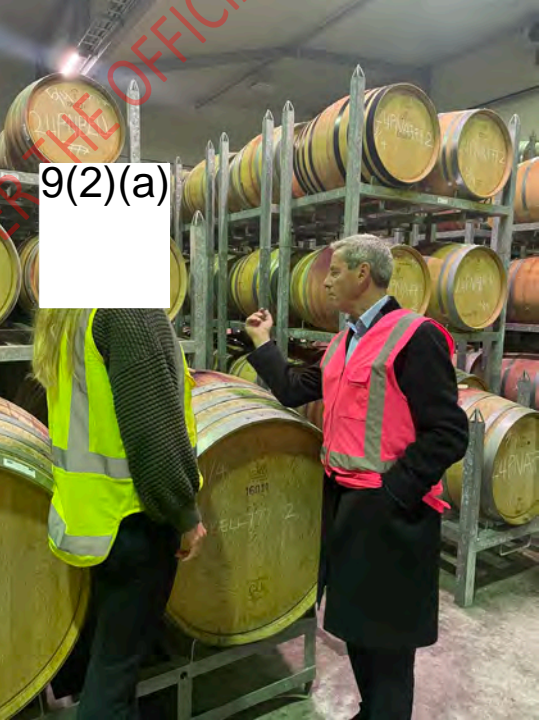
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9(2)(a)



9:50  
Maureen s 9(2)(a)  
last seen today at 8:59 AM

Morning Bayles. Just checking in on you. The media have had you in their sights and I know how much it distracts from what you really want to be doing. As always there will be another side to the story and I have every reason to have faith in you. You are not a cruel person and I hope this issue doesn't dampen your effervescence. Keep smiling and don't let the bastards beat you down.

7:52 AM

Thanks Maureen. I am only hoping you are ok

7:53 AM

I'm doing OK thanks.

9:52  
Chris s 9(2)(a)

Out of Scope

Friday

What have you done Bayly?

3:56 PM

I The I'm  
Q W E R T Y U I O P  
A S D F G H J K L  
Z X C V B N M  
123 space return

9:52  
John s 9(2)(a)  
last seen today at 9:43 AM

Out of Scope

Friday

Tough week mate..

4:00 PM

Out of Scope

John s 9(2)(a)  
Tough week mate..

Rough press for you dude

4:05 PM

Yes

4:05 PM

9:51  
Class of 14 - Gover...  
Barbara, Chris, Matt, Maur...

Out of Scope

Saturday

Hon Chris Bishop  
Thinking of you  
@Andrew Bayly

3:00 PM

Reach out if you need a friend

3:00 PM

I The I'm  
Q W E R T Y U I O P  
A S D F G H J K L  
Z X C V B N M  
123 space return

9:51  
Christopher s 9(2)(a)  
last seen today at 9:33 AM

Out of Scope

Monday

Andrew you've got this, it will blow over mate.

9:11 AM

Thank you

11:04 AM

I The I'm  
Q W E R T Y U I O P  
A S D F G H J K L  
Z X C V B N M  
123 space return

9:51  
Andy s 9(2)(a)  
last seen today at 9:44 AM

Out of Scope

Hi Bayls  
My thoughts are with you as you deal with the press and exposure of what I know was meant to be Andrew Bayly humour. It will pass, actually it already has. Keep up the excellent work you are doing, it's making a genuine difference. All the best. Andy

8:45 PM

Thanks Andy. Not enjoying it much at present

8:57 PM

Your a good man - never forget it 😊

9:16 PM

9:45  
David  
Today 8:16 AM

Andrew, what an ordeal you are having. I've been through something similar some time ago, I went to court & won. Keep your confidence up & ride through it. What has annoyed me is at no stage have we been told what the individual said to you . Keep up the good work Andrew. Our Mike Butterick is a great MP doing a wonderful job. Kindest regards. David s 9(2)(a) Masterton.

Thanks David. Hopefully just about through it. Mike sitting beside me right now!

Two top men together. Keep up the good work

+ Text Message

9:45  
GB  
Greg s 9(2)(a)

Out of Scope

Hi Andrew  
Looks like it's been a tough week in politics - Kia Kaha, stay strong

+ iMessage

9:44  
Ben s 9(2)(a)  
Yesterday 10:04 PM

Hey Andrew,  
Just watching the TV coverage on your indiscretion. Keep you head high and don't let the media get you down. Love what you and your teammates are doing to get the country back on track. We're lucky to have great guys like you in Parliament. Keep up the good work! Ben s 9(2)(a)

Out of Scope

Thanks Ben. Hope you and Jacinda are well.

My wife is Lucinda, not Jacinda!

I know. Joke! How is the golf

We haven't had any Eagles since you left us! Looking forward to supporting JC and the National Party next year. At least you guys know what you are doing!

Hey many thanks. Great to get messages like yours. Best wishes

Delivered

Keep going Mate. We need brains like yours and your colleagues to get the car out of the ditch!

+ iMessage

9:47  
Amy s 9(2)(a)  
last seen today at 8:58 AM  
Friday  
I hope you're ok. This will be rough and there is nothing you can do but ride it out so don't even bother trying. You have done all you can by apologising. Something else will be top news soon enough. It will be hard but it will pass 😊  
I'm actually in Wellington but Lynne put me onto the lady at KO on Wednesday and I have been sent pics of the temp fencing they put up already and they have re boarded so that's just fantastic. Shes also contacted me directly this morning & the Constable has taken note also because he rung today also randomly. But they are following up and that's important. I owe Lynne some chocolates for pointing her out 😊😊  
5:17 PM

Sunday

+ iMessage

9:45  
BruceS 9(2)(a)  
Sunday 9:27 PM

Hi Andrew.  
Now that the year is getting closer to Xmas we are having our 9(2)(b)(ii) annual Christmas dinner. We would very much like it if you can attend, as always its good to have your presence and a few words of wisdom and what is happening in politics.  
I see you have hit the headlines lately, maybe not quite the way you may have wanted but a Christmas dinner with us will cheer you up.  
A new venue this year at s 9(2)(a) Sunday 24th November 6pm start.  
Regards  
BruceS 9(2)(a)

Monday 7:09 AM

Thanks Bruce. Lynne from my office will be in contact

Today 9:05 AM

Morning Andrew.  
The week from hell for you.  
Just shows how desperate the opposition is to make an issue out of this including the lefty media.  
Trying to make a mountain out of a mole hill.  
All the best.  
BruceS 9(2)(a)

+ Text Message

9:46  
s 9(2)(a)

Friday

Andrew, are you alright? I'll give you a ring in an hour after my current PCA event. 7:19 PM

Yes but bruising day 8:00 PM ✓✓

Missed voice call Tap to call back 8:08 PM

Just tried to call you 8:10 PM

Missed voice call Tap to call back 8:14 PM

You  
Yes but bruising day

Yeah but I think you should be okay. Just be careful. 8:16 PM

I wanted to see if there was any way that I could help you. E.g. Use my Twitter to publically defend you. 8:16 PM

Like mention that you are a fantastic boss and person and very well meaning (because this is objectively true) 8:17 PM

Voice call 6 min 8:17 PM

Yesterday

9:47  
s 9(2)(a)

Yesterday


Andrew, have you had a thought? Do you want me to do something for your defense? The common comments that I'm seeing online is that you're a "bully" which is complete utter nonsense. 1:45 PM

If you feel like it. Need to be careful what and how you say anything. People will be quick to say you are biased 5:52 PM ✓✓

You  
If you feel like it. Need to be careful what and how you say anything. People will be qui... 6:16 PM

I completely agree. I'll wait another few days and if things die down, then I won't need to do anything. But if this continues, I'll send you a draft beforehand. 6:16 PM

Also, not sure if you'll assuage a bit, but Barry Soper defended you. 6:16 PM





9:44

s 9(2)(a)

Matthew

Out of Scope

Today 7:52 AM

Stick it out you're a good man!

And ps I think you're doing a bloody good job!  
Matthew s 9(2)(a)

Thank you Matthew.  
Hoping we are through it

Delivered

She'll be right brother those lefty mates of mine are just whacking around in the wind

9:45

s 9(2)(a)

Out of Scope

Yesterday 9:09 PM

Hi Minister, hopefully you are able to put the turbulence of the last few days behind you.  
Regards Roger.

Thank you. So do !!

Delivered

Out of Scope

9:43

s 9(2)(a)

Matthew s 9(2)(a)

Text Message  
Friday 5:17 PM

Don't you worry want they say mate. I bet that guy was a dickhead and deserved it.  
I know you and if you told him fuck off I would have told him the same.

Thank you for your support

Yesterday 8:26 PM

How is this story still going mate? It is such a none story I thought it would have died over the weekend.  
I'd love the media to search out what this guy said to you get that reaction. It's a very one sided story so far.

Yes Labour/TV1 and 3 trying to find ways to continue the story

Might have to do what labour does and release a major policy announcement without the intention of ever doing it haha

Yesterday 10:09 PM

I have stacks lined up!

Text Message

9:42

s 9(2)(a)

iMessage  
Yesterday 7:37 PM

Hi Andrew  
Just wanted to send you a message of support. Seems there are two rules. People can hurl abuse to politicians but they can't take it themselves.  
Keep up the great work you do. I am so proud to think that I have followed your political career for so many years.  
Fond wishes to you and Tina. Still have so many happy memories of Andrew & Larissa's wedding.  
Susar s 9(2)(a)

Thank you Susan. Lovely to hear from you. I trust you are well and looking after yourself. Andrew

Read Yesterday

iMessage

iMessage

9:40  
s 9(2)(a)  
Chris  
Tuesday 10:26 AM

Hi Andrew  
Just back from overseas  
and see there's a bit of  
noise going on...  
Don't let the bar  
stewards grind you down  
mate.  
What a load of crapola.  
Cheers  
Chris

Thanks Chris for your  
support. Yes a bit tough  
at present

Yesterday 6:39 PM

Hang on in there mate 😊

Getting there

9:40  
s 9(2)(a)  
Bill s 9(2)(a)

# Out of Scope

Yesterday 6:41 PM

Hang in there, Andrew.  
You are a great MP, you  
work hard and deliver.  
We need more like you in  
our Parliament. I  
supported you this  
afternoon in a Teams  
meeting, real people who  
also stand alongside you.  
You have our  
unconditional support.  
Bill.

Thank you Bill. Really  
appreciate your support

9:43  
s 9(2)(a)  
John s 9(2)(a)

# Out of Scope

Yesterday 8:44 PM

Another rough day no  
further comments  
required

Yesterday 10:09 PM

Yes. Only TV1 still  
running the story

Delivered

That's not surprising

9:38  
s 9(2)(a)

Yesterday 6:24 AM

Morning Andrew. Tough  
week mate. Keep at it.  
These things help us to  
be a better person. Some  
of us have said things  
that we regret - it  
happens, that's life, most  
of us are not perfect and  
sometimes imperfect.  
You have owned it.  
Thinking of you. Andy

Thanks Andy. Yes not  
much fun. However,  
really appreciate your  
support

Delivered

For me, I worked out 🤔  
what was causing the  
trigger and that seemed  
to work for me

Yesterday 5:09 PM

9:40  
s 9(2)(a)  
Tim

# Out of Scope

Yesterday 6:23 PM

Don't let them grind you  
down. You're doing a  
great job and those who  
know you know you were  
just misunderstood.

Yesterday 7:33 PM

Thanks Tim. Really  
appreciated

Delivered

9:41  
s 9(2)(a)

# Out of Scope

Yesterday 6:09 PM

Everyone who has a  
sense of purpose has  
one of these !  
News today, wrapping  
fish and chip's tomorrow  
Best. Don.

Yesterday 7:35 PM

Thanks Don. I need to  
buy those fish n chips!

Delivered

iMessage

iMessage

iMessage

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9:31 s 9(2)(a) John  
Friday 7:34 PM  
What a crock of shit.  
Overly PC.  
Take care.  
Thanks Johnny. Ah yes  
We need a dinner asap  
for therapy.  
I am very well trained for  
that.  
Tuesday 7:54 PM  
I hope you are holding up  
ok. Give us a call if you  
want a moment away from  
it all. The media loves a  
story seems / soon to  
becoming last weeks news .  
Thanks Johnny.  
Read Yesterday

9:31 s 9(2)(a) Simon s 9(2)(a)  
Tuesday 9:19 PM  
Hi chap hope u r doing ok  
under all the media rubbish!!  
Thinking of u  
Tuesday 10:38 PM  
Thank you. Hopefully we  
are through the worst of it  
Delivered  
Yesterday 9:50 AM  
👉

9:28 s 9(2)(a) Don  
Yesterday 8:36 AM  
Don't listen to all the crap  
Andrew. In three months,  
nobody will remember the  
incident. You're doing a  
great job! Best.  
Don s 9(2)(a)  
Thanks Don. Yes not much  
fun but hopefully through  
most of it  
Delivered

Out of Scope  
+ iMessage

9:32 s 9(2)(a) Paul  
+ iMessage

9:32 s 9(2)(a) Jenny  
+ iMessage

Out of Scope

9:41 s 9(2)(a) Phillipa  
coffee???  
Yesterday 6:04 PM  
Sending you a big hug  
Yesterday 7:35 PM  
I need one!  
Read Yesterday  
+ iMessage

Yesterday 9:57 AM  
Don't worry, you have the  
support of anyone with  
common sense, which is  
most of us. Out of Scope  
Out of Scope, 9(2)(a)  
Yesterday 1:02 PM  
Many thanks Paul. Tina  
really appreciated you  
help  
+ Text Message

Yesterday 9:27 AM  
Hi Andrew. Just saying hi  
and hope you and your  
family are OK. Take care,  
Jenny  
Yesterday 1:03 PM  
Thank you Jenny. Yes a  
bit tough but hopefully  
working through it  
Not pleasant but the  
storm will pass. Jenny  
+ Text Message

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9:28  
s 9(2)(a)  
Tim s 9(2)(a)  
Hi Andrew.  
9(2)(a)  
You didn't dance to Ave Maria.  
Usual left leaning media shite. It will be gone in no time.  
Best wishes  
Tim  
P.S if in AKL just at double tree. Come for a beer

Yesterday 8:12 AM  
Will call you back  
Just phoning to give support

9:27  
s 9(2)(a)  
Mark

Out of Scope  
Fri, 16 Aug at 8:06 AM  
Andrew, feeling for you going through all this. Well done on front footing it. It may be tough but you are of course made of tough stuff.  
Thanks Mark. You are a good man  
Delivered

9:28  
s 9(2)(a)  
Mike  
Out of Scope

Hang in there  
Yesterday 7:03 AM  
This media is ridiculous - there is light in front of you though  
Hang in there  
Thanks. Hopefully we are through most of it  
Delivered

9:23  
s 9(2)(a)  
Mike

Just ride this out mate. You're doing a helluva lot of very important work that really matters. The only people making dicks of themselves here are those sanctimonious pricks, with no sense of humour, who take pleasure in dishing out cheap shots  
See you soon  
Thanks Mike. Really appreciate your support  
Read Tuesday  
PS The Greens have an opening

9:27  
s 9(2)(a)  
Scott s 9(2)(a)  
Friday 6:56 PM  
OPPS 🙄  
You okay ?  
Yes. Tough. Have to take it on the chin  
I'm sure...knowing you I can imagine the sitn & your intentions... Anyhoo, can't 'unfuck it' now so maybe a few long runs over the weekend & sure it will die down 😊  
Tuesday 10:38 PM  
Politics a tough gig 😊  
Let me know if you feel like a chat / time out ...  
Thanks Scottie

9:27  
s 9(2)(a)  
Carl

Out of Scope  
Tuesday 10:47 PM  
Well done tonight! Great end to the day.  
Thanks Carl. Hoping we are through the worst of it  
Read Yesterday

9:27  
s 9(2)(a)  
Andrew s 9(2)(a)  
Yesterday 10:37 AM

Morning Andrew, think you are doing an amazing job and often thankless job, if I can help at all please reach out. Take care, keep smiling and best wishes to you and family. Happy to stand in your corner. Regards Andrew s 9(2)(a)

Thank you Andrew. Really appreciate your support. Kind regards

Delivered

Most welcome Andrew, you and doing a great job and we are thankful for your work in our mighty community

9:26  
s 9(2)(a)  
Suze  
Monday 10:08 PM

Hi Andrew - been thinking about you over the last few days and hope you're ok. You're awesome - a great Minister and colleague. "This too shall pass". Go well - Suze x

Thanks Suze. Yes not much fun

No, bloody awful. Kia kaha my friend

Tuesday 2:50 PM

Well done!

Thank you.

Delivered

9:25  
s 9(2)(a)  
Russell  
Tuesday 8:39 PM

Warm greetings. I hope you are doing ok. s 9(2)(a)

9(2)(a)

9(2)(a) See you at the lunch next week!

Tap to Load Preview

youtu.be >

Thanks Russell. Look forward to seeing you next week. Kind regards

+ Text Message

9:24  
s 9(2)(a)  
Logan  
Out of Scope

Tuesday 8:22 PM  
As much as I am a bit of a lefty, you're a bloody good MP 🙌 I hope you're doing okay and I know it wasn't your intention to offend anyone. Kia kaha

Thanks Logan. Really appreciate your support

Ka pai

+ Text Message

9:24  
s 9(2)(a)  
Matt  
Out of Scope

Friday 4:24 PM  
Just calling to see if you all good no problems if you don't wanna call back just checking in cheers chat later

Sent with Siri

Out of Scope

+ Message

9:23  
s 9(2)(a)  
Graham

Tuesday 7:17 PM

Hi Andrew. Support you 100%  
Concrete all arranged.  
Graham s 9(2)(a)

You are a good man  
Graham, on all accounts

Delivered

9:23  
s 9(2)(a)  
Adrian

Text Message  
Tuesday 7:22 PM

Hope you are ok Andrew.  
You have many many supporters as I'm sure you know.  
Cheers.  
Adrian

Thanks Adrian. Much appreciated

9:22  
s 9(2)(a)  
Paul

Text Message  
Tuesday 5:46 PM

Hello Minister, Paul s 9(2)(a) here, hang in there, you're doing a really good job. Speed bumps sometimes occur, but it's temporary. Always remember the great work you have done and are doing.

Out of Scope

Take care  
Paul

9:22  
JL  
Jenna  
Friday 3:50 PM

Hi Minister, sure you know what I'm calling about - can we please get you on camera?

Do I accept a camera interview with both channels

Delivered

Three is definitely keen to have you on to hear what happened from your perspective

Tuesday 5:03 PM

Hi Minister - what answer do you need to correct? Will this happen before 6pm?

9:22  
s 9(2)(a)  
Rob

Out of Scope

Tuesday 4:34 PM

Don't you dare resign. We need you at a local National and Business level.

You are bloody good at your work on all levels. Ring if you want a chat anytime. It will all blow over soon enough.  
Rob

Thanks Rob

Delivered

iMessage

Thanks Paul. Appreciate the text

9:21  
s 9(2)(a)  
Jan

Out of Scope

Tuesday 4:58 PM

Just keep on keeping on. The worst day is only as long as the best day - it'll pass

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9:19

86

9:19

86

9:20

85

s 9(2)(a)

Brian

yesterday's fish and chip paper.

Good luck

Regards  
Brian

Thank you Brian. Trying to get to the other side...

Don't try...

Just keep your head down and let the problems with the Wellington council take the headlines.

It will pass.

Good luck

Tuesday 4:09 PM

Hi Andrew  
It's s 9(2)(a)  
You have been very much in my thoughts  
As s 9(2)(a) said to me over my difficulties  
It's a storm in a teacup  
It will pass  
You have many friends and huge admiration for what you are doing in your portfolio  
Best Wishes  
s 9(2)(a)

Thank you s 9(2)(a) Great to hear from you. Trust you are well and thriving

Delivered

s 9(2)(a)

s 9(2)(a)

Matthew s 9(2)(a)

Tuesday 3:45 PM

Just put a post up on Linkden in support of u don't do that shit again the media is gunning for u.  
As a country we need to do away with anonymous complaints if u can't stand behind it it's not a complaint

Thanks Matthew. You are always there

Delivered

Yea they had a go at the pm on linken mr hicky he did not like it when I posted the profit from Aderns sale in his post hypocrisy lay low mate it will Pass

9:20

85

s 9(2)(a)

iMessage  
Tuesday 3:20 PM

Hi Andrew just sending you a text to wish you well with the current negative publicity. You are doing a great job as a Minister, and doing gods work on the capital markets and CRD reform. So keep the focus and best of luck, yours James  
s 9(2)(a)

Thanks James. Yes a bit tough at present but hopefully we will get through it

Delivered

9:16

86

s 9(2)(a)

Tuesday 1:36 PM

Hi Andrew. Just wanted to say you have always been great to work with. Hope the media frenzy settles down soon for you.  
9(2)(b)(ii)

Thank you s 9(2)(a) Yes pretty tough at present

Text Message

9:17

86

s 9(2)(a)

Melissa

Out of Scope

Tuesday 2:50 PM

Well done.

Thanks M. You know what it is like

Delivered

iMessage

Message

9:19  
s 9(2)(a)  
Brian  
Tuesday 3:57 PM

Hi Andrew  
Don't know what really happened last week and don't really want to know.

However, for goodness sake, don't even consider stepping down or resigning from parliament

Remember when in a hole stop digging, and soon it will become yesterday's fish and chip paper.

Good luck

Regards  
Brian

9:18  
s 9(2)(a)  
Andy s 9(2)(a)  
iMessage  
Saturday 4:49 PM

Hey mate.... How you doing? Just checking in

Saturday 7:42 PM

Thank you. Not great but lots of support

Hang in there mate

Tuesday 4:07 PM

Just watched the media stand up, nice work mate, lots of people in your corner... box on

Thanks Andy  
Delivered

9:18  
s 9(2)(a)  
Tremayne  
Tuesday 3:55 PM

Out of Scope

Andrew, just wanted to reach out and say we are thinking of you. Didn't want to message sooner, or call you as wanted to give you space. You always have our full support.

Tremayne

Thanks Tremayne. Really appreciate that  
Read Tuesday

9:18  
s 9(2)(a)  
Clive  
Tuesday 3:58 PM

Andrew,

Hang in there Mate.... Worse things have happened! I remember the drought of 72... Rogernomics....freezing workers wildcat strikes... the winter of 98 just too mention a couple!!!

Cheers  
Clive

Thanks Clive. Not much fun at present  
Delivered

9:17  
s 9(2)(a)  
Sue  
Tuesday 2:12 PM

Hi Andrew, Just a brief note to let you know that you have Colin and my support at this time and our thoughts are with you. Take care!  
Sue

Tuesday 3:16 PM

Thanks Sue. Yes pretty tough at present

Hang in there Andrew.

9:17  
s 9(2)(a)  
Dan  
Tuesday 2:10 PM

Out of Scope

Hope you are holding up okay andrew! You handled the apology well

Tuesday 3:16 PM

Thanks Dan. Hoping we might be through it  
Delivered



9:13  
s 9(2)(a)  
Jerry  
Out of Scope  
Tuesday 7:25 AM

Andrew a note of support for you . This silly matter will blow over quickly and you are smart enough to protect yourself in the future . Thank God I'm not in politics the papers would be full of me . Anyway all the best and keep doing your excellent work. Cheers Jerry s 9(2)(a)

Thanks Jerry. Lovely to hear from you

+ |Message

9:14  
s 9(2)(a)  
Todd  
Out of Scope  
Friday 6:22 PM

Mate, just know I'm here if you ever need anything

Thank you. 10 years and this happened

You know I know my friend - absolute bullshit

Tuesday 8:20 AM

Thinking of you today my friend - all the best

Thank you.

+ |Message

9:13  
s 9(2)(a)  
Dianne  
Out of Scope  
Tuesday 7:11 AM

Hi Andrew want you to know you have my support and know that this whole situation has been taken out of content. You would never target a person. Not your personality. Keep strong and ignore negativity

Thanks Dianne. I appreciate your support

Move on and as would say when he was in politics trust no one. It's a tuff world

+ Text Message

9:12  
s 9(2)(a)  
Hamish  
Out of Scope  
Monday 7:42 PM

Kia kaha mate. Storm in a teacup...

Thank you

+ Text Message

9:12  
s 9(2)(a)  
James  
Out of Scope  
Monday 7:10 PM

Hi Andrew  
Sending you lots of support. Everyone believes this is a beat-up. But it has to play out. Just stick it out as low key as possible.

You are a very hardworking and effective Minister.

Best wishes

James s 9(2)(a)

Thank you James. Tough

+ Text Message

9:12  
s 9(2)(a)  
Katherine  
Out of Scope  
Saturday 11:16 AM

A note to express support and say hang in there! 😊 It's a beat up. just keep going. Looking forward to our breakfast! K

Thank you

Out of Scope  
+ |Message

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Z X C V B N M  
123 space return

9:09  
s 9(2)(a)  
Nicola  
Monday 7:54 AM

Just wanted to say Andrew..I've been really feeling for you this weekend..God is testing you!!! But I want you to know that there are many of us out there who think you're wonderful and so very grateful for the great work you've been doing for your country and your community.

Keep up the good work and know we are all their to support you.

Meanwhile we look forward to welcoming you and Tina to Te Whare o Rehua Sarjeant Gallery on the 9th of November. It'll be a great weekend. Love and hugs from a great admirer and a  
9(2)(a)  
9(2)(a) Nicola xx

Thanks Nicola. Yes a bit tough. See you in Whanganui

9:11  
s 9(2)(a)  
Toni  
Friday 9:23 PM

s 9(2)(a) and I thinking of you. Here's hoping the kerfuffle dies down quickly.  
Take Care  
Toni s 9(2)(a)

Saturday 9:30 AM

Thanks Toni. Yes I am too...

Monday 5:47 PM

You're being vilified on RNZ National...

They want your guts for garters  
Toni

What just now

Yes

For what

You may be able to replay it... even a National voter calling for you to resign.

+ Text Message

9:12  
s 9(2)(a)  
Mark  
Tuesday 6:34 AM

MP Andrew Bayly on notice in latest case of MPs behaving boorishly - Claire Trevett



Prime Minister Christopher Luxon and Labour leader Chris Hipkins speaking on complaints made about small Business Minister Andrew Bayly. Video / Mark Mitchell

NZ Herald

Thinking of you buddy. Hopefully this is the end of it. It's hard to have a joke by the sounds of it in this woke country of ours. I can't help but think that Luxon could have sorted you a bit better. Is clear to me you would have been having a bit of fun with the guy. I would be defending you if I was in front of Luxon and telling him he needs to loosen up a bit. Must be a bit boring when you are that straight.

+ iMessage

9:05  
s 9(2)(a)  
Mark

Saturday 6:13 PM

Don't let the haters get to you Andrew!

Saturday 7:40 PM

Thank you Mark. Appreciate the support

Delivered

+ Message

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

9:08  
TM  
Thomas  
Friday 4:33 PM  
Hi Andrew — Thomas Manch at The Post. Understand you're swamped with media queries but could you give me a quick call when possible? Thanks

9:10  
s 9(2)(a)  
Sylvia  
Monday 9:07 AM  
Sylvia. Just responding to your email. I am not at caucus tomorrow - giving opening address at a financial services council function. I tried to call you. Cheers

9:05  
s 9(2)(a)  
Mary  
**Out of Scope**

Sunday 3:36 PM  
Hi Andrew — sorry to disturb you weekend. I was just wanting to follow up on a small matter from Friday, that the person who complained went to the Opposition parties. I will also call Grace. Thanks

Read Monday  
+ Message  
Q W E R T Y U I O P  
A S D F G H J K L  
Z X C V B N M  
123 space return

Saturday 6:31 PM  
Hi Andrew Im with you all the way bloody liberals. Good luck and hi to Tina. Regards s 9(2)(a) Mary  
Saturday 7:39 PM  
Thank you - great to hear from you. Hope you are looking after s 9(2)(a)

9:09  
PM GR  
2 People

9:11  
DC  
David s 9(2)(a)

9:04  
s 9(2)(a)

iMessage  
Monday 6:44 AM  
Can we talk at 8.30am to get a clear line of events. Thanks

Friday 6:27 PM  
Andrew. Hope u r ok. You are doing a great job and you are a great MP and great person This will pass Dave  
Thanks Dave. Yes tough. Can't defend yourself

**Out of Scope**

Monday 8:29 AM  
Have sent a teams link for our conversation

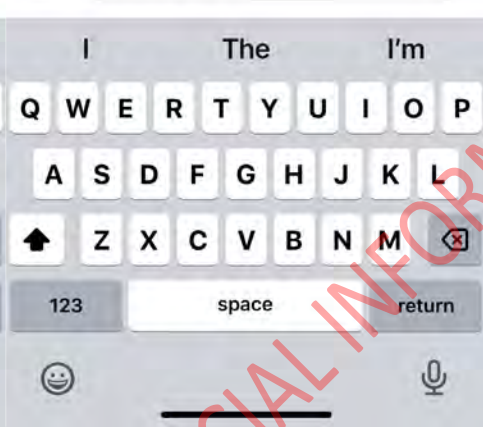
**Out of Scope**

Saturday 6:56 PM  
Hi Andrew, I'm watching races with Bill and we are feeling for you in these circumstances. You've had setbacks before and overcome them and I'm sure you will do so again. You always and ever have our support - and I'm looking forward to your next Business Forum. Take care & best wishes Catherine Y  
Thank you Catherine. Yes, not nice  
Delivered

9:06  
s 9(2)(a)  
BruceS 9(2)(a)  
Saturday 6:06 PM  
Hey just wanted to say we are here and supporting you  
Saturday 7:40 PM  
Thank you. Really appreciate that



9:05  
s 9(2)(a)  
Rob  
Saturday 6:07 PM  
Challenging couple of days but keep going.  
Saturday 7:40 PM  
Thank you. Really appreciate you reaching out  
Delivered



9:07  
s 9(2)(a)  
Sally  
**Out of Scope**

Sunday 10:47 AM  
Andrew. Am still your no. 1 fan, and didn't need any AI or other assistance to write that.... Bon courage. Sally  
Sunday 12:03 PM  
Thanks Sally. A bit tough at present. However, lots of support. Many thanks for yours.

9:07  
s 9(2)(a)  
Phillip  
Sunday 8:37 AM  
God's plan for your life far exceed the circumstances of your day!  
Thanks Phillip. Certainly a tough time at the moment



9:07  
s 9(2)(a)  
Siri Found a Contact  
Louise  
s 9(2)(a)  
iMessage  
Saturday 10:35 PM  
it's Louise from s 9(2)(a) do not ever give up, you looked resolute and strong be strong to your self you have got this  
Saturday 11:50 PM  
Thank you Louise.  
Delivered

9:06  
s 9(2)(a)  
Murray  
**Out of Scope**

Saturday 6:05 PM  
Chin up it will blow over and I'm sure he deserved it. Cheers. M  
Saturday 7:41 PM  
Thanks M. Will see you at Labour w/e  
Read Saturday

9:01 s 9(2)(a) Jackson

Good evening Andrew/  
Honourable Mr Bayly,  
I see you're in the news  
for making a mistake, I'm  
sorry to see that. Please  
don't resign, you're doing  
an excellent job as a  
Minister. Stick it out and  
keep your head down for  
a while, just as Judith  
Collins did. You're doing  
a great job as minister for  
manufacturing, keep it up  
and don't quit.  
Kind regards and best  
wishes  
Jackson

Saturday 9:28 AM

Thank you Jackson.  
Lovely to hear from you

9:01 s 9(2)(a) John

Friday 9:27 PM

Hi Andrew  
Good on you for fronting  
up to Checkpoint  
I wouldn't have thought a  
bit of banter merited the  
full hairdryer treatment  
from LisaO ... you did  
okay!  
Surely having some RNZ  
listener compare you to  
Aaron Gilmore is  
sufficient punishment!  
(cruel and unusual some  
might say)

Saturday 9:30 AM

Thanks John. Appreciate  
the text

9:03 s 9(2)(a) John

Out of Scope

Saturday 4:02 PM

Sorry to see you in the  
news & hope it works out  
OK. I'm really enjoying  
working with you. John.

Thanks John. You know  
what it is like. Kind  
regards

9:02 SD Shane

Hi Andrew, letting you  
know we're all here to  
support you, feel free to  
reach out if you want to  
have a chat.  
Take care mate.  
SD

Saturday 1:26 PM

Thanks Shane.  
Appreciate the text

9:02 s 9(2)(a) Rob

Andrew  
See you are getting a  
little publicity at present  
walk tall just a road bump  
You are doing a great job  
which is a lot of hard  
work but it is starting to  
make a difference.

Rob

Thanks Rob. Appreciate  
the text

9:03 s 9(2)(a) Greg

Saturday 11:17 AM

Don't let them get you  
down Bayles! 😊  
CC is here having a  
cuppa and we reckon you  
were just doing an L for  
Love weren't you!

Saturday 3:24 PM

Well that is one  
interpretation. Thanks for  
the text

9:01  
s 9(2)(a)  
Gwyn  
Saturday 7:02 AM

Sorry to hear how the story re advice to the person at their workplace. Amazing to see how the headline creates a vacuum for people to fill. Good luck and hold tight till this passes!

Saturday 9:25 AM

Thank you Gwyn. A bit tough at the moment

Delivered

I was listening to Marcus lush last night who was rabid. (Sleepless night!) on the other hand Barry Soper was very supportive. Which is interesting, as one knows you personally and the other doesn't. Hard to manage when people are happy to comment based on the headlines.

No need to reply, I know you'll be busy.

+ iMessage

9:00  
s 9(2)(a)  
Cameron  
Saturday 12:00 AM

Well handled today Olde Boy! Vestigia Nulla Retrorsum. C s 9(2)(a)

Saturday 9:27 AM

Thank you mate. Much appreciated

+ Text Message

8:59  
s 9(2)(a)  
Grant  
Saturday 7:36 AM

Out of Scope

Morning Andrew. Just checking in after your crap day yesterday. Move on. You are doing a great job with your portfolios. Have a great day. Cheers Grant

Saturday 9:26 AM

Thanks Grant. Really appreciate your support

Delivered

+ iMessage

9:00  
9(2)(a)  
Maurice  
Saturday 9:20 AM

You may have the media running a bad story against you but let me assure you that out in the great unwashed public you're a bit of a hero. So yes, you have to look contrite and apologise but just know it will do no damage whatsoever with the vast bulk of the voting public.

You're certainly my hero after this

Bloody journo's never ask: what would make a normally polite and carefully considered MP (let's face it you're no wildcat like some - stop looking at me like that) to behave this way without any provocation.

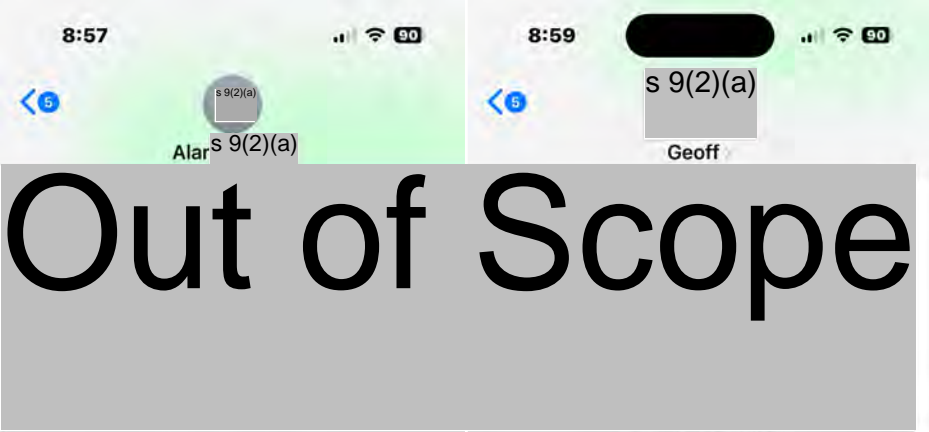
Thanks Maurice. Nice to hear from you, Are you ok?

Read Saturday

Out of Scope

+ iMessage

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Friday 8:02 PM

Hey mate, hope you are OK, I really appreciate what you do. Alan

Thanks Alan. Much appreciated

You are such a awesome MP, even though painful at times! and great minister from what I've seen. Alan

+ Text Message

Saturday 9:07 AM

I'm sorry to hear what's going on. I do not believe for one second, your chat was malicious in any way. I will certainly stand by you should anyone make any negative comment to me.

Thank you Geoff. Much appt

Appreciated

+ Text Message

Friday 4:52 PM

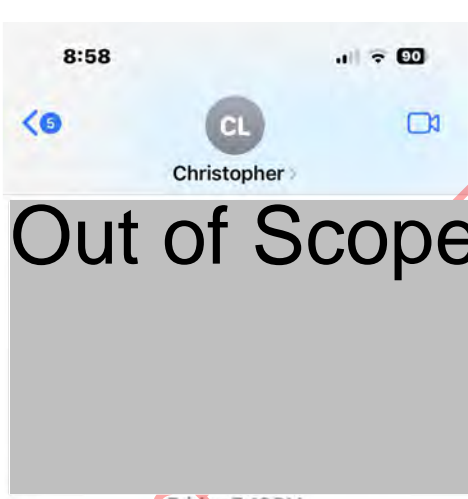
Smells like a hit job  
Take care

Yes  
Delivered

Saturday 7:55 AM

I see the Sun still came up this morning

+ |Message



8:57  
s 9(2)(a)  
Mike s 9(2)(a)

Out of Scope

8:58  
s 9(2)(a)  
Deslev

Out of Scope

Friday 7:12 PM

PM. Thank you for your support today. Cam and Hamish have also been great. It is much appreciated

Delivered

Friday 9:18 PM

👍

+ iMessage

Friday 8:11 PM

Onwards and upwards, keep up the great work

Thank you Mike. Yes a tough day. Many thanks for your support

Yeah no doubt a tough one, you are doing everything for the right reasons and 100% support

Thank you  
Delivered

+ |Message

Friday 8:20 PM

U ok?

A bit bruised but thank you for asking. Much appreciated

Delivered

+ |Message

Q W E R T Y U I O P  
A S D F G H J K L  
Z X C V B N M  
123 space return

8:57

90

5

s 9(2)(a)

Richard

8:57

90

5

s 9(2)(a)

Robert

8:56

91

5

s 9(2)(a)

Alan S 9(2)(a)

Text Message  
Friday 7:48 PM

Hi Andrew  
Just texting my support following the issue aired on the TV news tonight. Here's hoping it's another media one-day only headline and you can continue to focus on the good things you are achieving. We arrived back from Europe this afternoon.  
Regards  
Alan

Friday 7:28 PM

Hi Andrew, thinking of you at this time. Happy to chat at any time if you want.

Regards Richard

Thank you Richard. Much appreciated



Friday 7:18 PM

Hey there Andrew. With you all the way. Take care. Any time you need a coffee just let me know. God bless. Fr. Robert.

Thank you Father. If it keeps going I may need to call on your services! Many thanks for your support

Delivered

Thank you Alan. Yes a bit rough not being able to defend yourself. How was the trip?

Text Message

iMessage

8:57

91

5

s 9(2)(a)

Damien

Out of Scope

8:56

91

5

s 9(2)(a)

Shelley

Good. Thank you

Yes a tough situation to be in. you responded well. It was a great 7 weeks thanks. A real mix of countries, experiences and weather with a few challenges along the way.

Text Message

Don't let them get to you Andrew. You are doing great work. This will pass.

Remember. The lies they tell about you are not as awful as the truth they say about me.

Best wishes,

Damien s 9(2)(a)

We I can't match that but really appreciate your sentiments! Cheers

You're the best Andrew!!! Just saying ❤️ please keep up your great sense of light-hearted humour when among your team. You have my support!

Text Message



8:49

92

5

s 9(2)(a)

iMessage  
Friday 3:58 PM

Hi Andrew, It's Tom here from the 1News gallery team. Are you free for an interview today??

The sender is not in your contact list.

Report Spam

Text Message





Greg

Out of Scope

Friday 7:08 PM

Sorry yr getting unfairly critiqued, Andrew. I love your good humour and banter, and anyone who knows you can read this situation for what it is. Don't stop being you. Much respect. Greg

Thank you Greg. Much appreciated



Aksel

Out of Scope

Friday 6:58 PM

Must be a slow news day today if you are the lead story...just keep doing what you are doing mate. Don't let anything get to you -you are making a real positive difference. Aksel.

Thank you Aksel. Much appreciated

s 9(2)(a)

Chris s 9(2)(a)

New Contact Name Chris s 9(2)(a)

Update

Friday 4:03 PM

Mate, what PC bullshit I see in the news! Shame you're not near Paerata Rise as we're having a Friday afternoon bottle of rose

Thanks. Yes

Delivered

Friday 6:51 PM

If you're free, I'm having a roof shout at my new house build at s 9(2)(a) s 9(2)(a) Please feel free to join!!!



Erica

Out of Scope

Friday 6:31 PM

Hope you're doing ok mate. Need anything just reach out. I know this has been a joke completely blown up.

Thank you Erica. So annoying. Really appreciate your support

Delivered



Brian s 9(2)(a)

Out of Scope

Friday 6:22 PM

Hang in there mate, you are doing a great job. Cheers Brian

Thanks Brian. It much fun and you can't defend yourself

Read Friday

s 9(2)(a)

Maybe: Troy s 9(2)(a)

New contact information Troy s 9(2)(a)

Add

Friday 6:44 PM

You continue to do a great job for the country, don't forget that. Troy

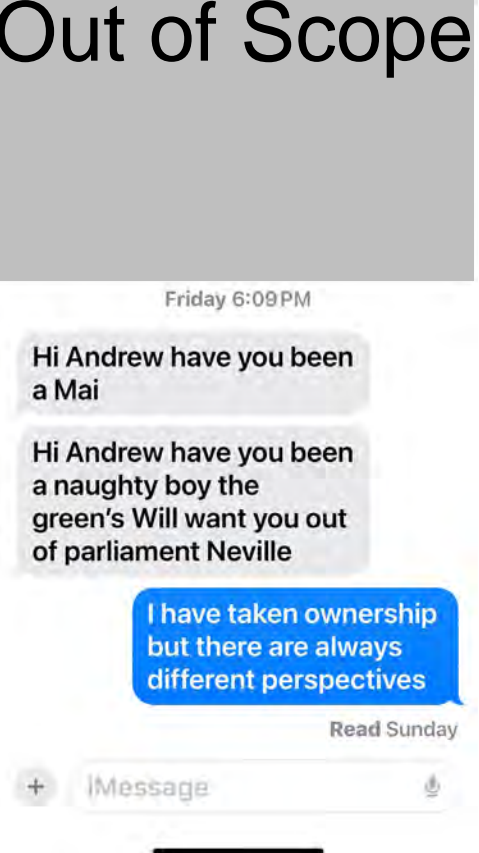
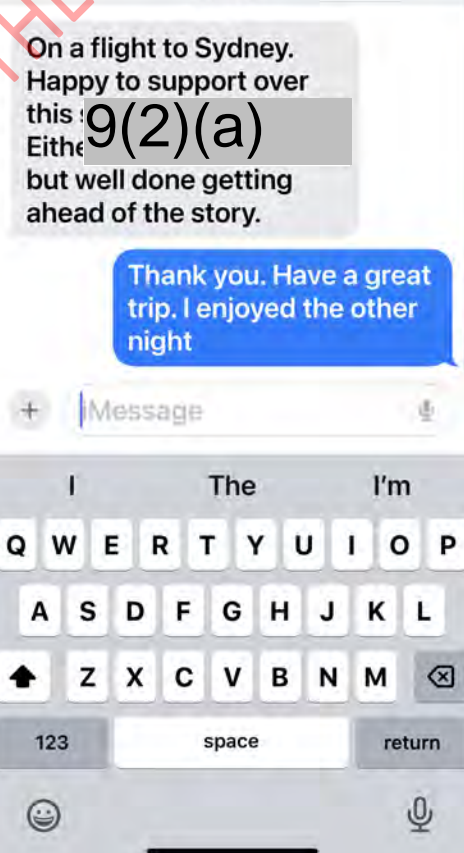
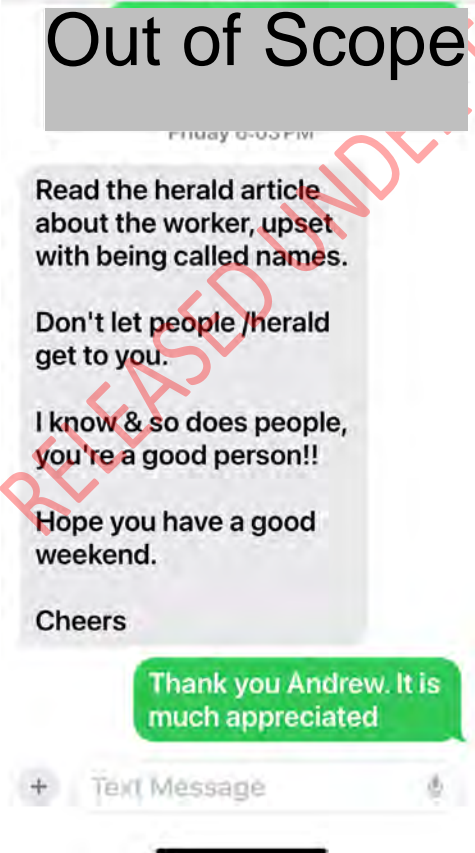
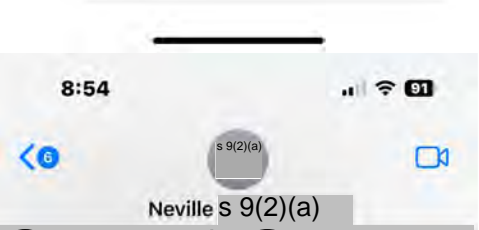
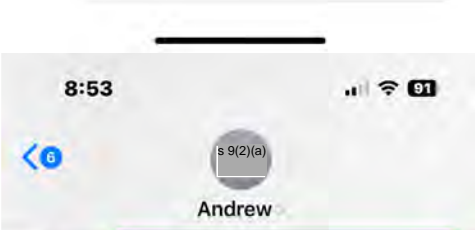
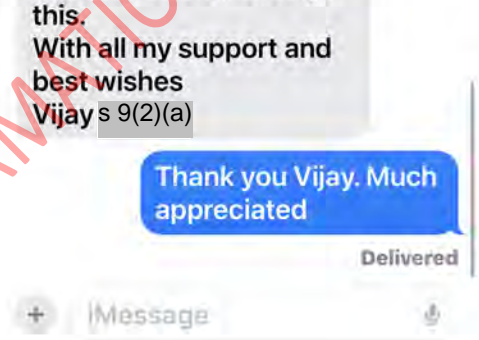
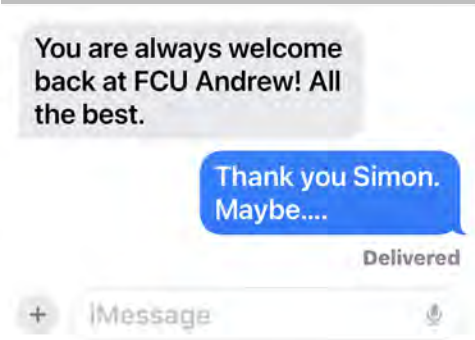
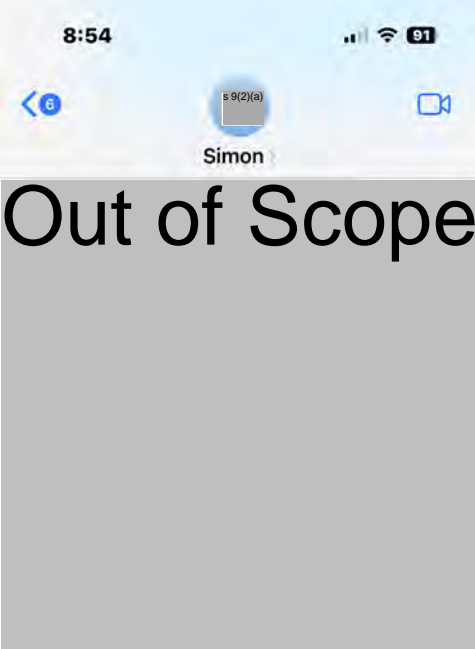
Thank you Troy. Much appreciated. Hope you are well?

We doing well mate, catch up soon

Yes. Will talk to Paul in my office

Read Friday

RELEASE



8:52 s 9(2)(a) Vanessa  
Out of Scope  
Friday 5:04 PM  
Saw the news and thinking of you. You're one of my heroes!  
Thanks Vanessa  
Read Friday

8:51 s 9(2)(a) Matt  
Out of Scope  
Friday 5:14 PM  
Just heard you on newstalk. Classy apology on your part. 9(2)(a)  
I hope you're ok.  
Thanks Mark. Not all that it seems  
Delivered

8:51 s 9(2)(a) Deborah  
Out of Scope  
Friday 5:00 PM  
Deborah here, Andrew.  
Oh dear. Thinking of you.  
Thank you. Much appreciated

8:49 s 9(2)(a)  
Out of Scope  
Friday 4:25 PM  
Hi Andrew  
s 9(2)(a) here I'm being rung by press about the 'loser' story. If asked about lunch, I hope it is OK if I mention the bottle of wine? I think it was a bottle of John Forrest's reduced-alc wine, wasn't it?! 😊  
It was the Post newspaper: he asked if anything unusual happened, I said the only unusual thing was that your plane was cancelled and you didn't actually make it to 9(2)(a)  
No questions about lunch. 😊  
Thanks  
Read Friday

8:51 s 9(2)(a) Emily  
Out of Scope  
Hello friend. Some people can't take a joke.....  
If you're around on the 8th November I'm hosting a party for the Out of Scope Let me know if you'd like to join.  
Emily  
Thank you  
Delivered

8:49 s 9(2)(a) Philip  
Out of Scope  
Hi  
Full support from a publican people need to lighten up !  
Good on you  
8:50 s 9(2)(a) Chris  
Out of Scope  
9(2)(a)

iMessage

iMessage

Message

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4:04

s 9(2)(a)

Laura

iMessage  
Fri, 18 Oct at 3:36 PM

Hey Grace, Laura here at Heathers show. Is Andrew available to speak about his apology on the show?

Text Message - SMS

Hi. This text is just letting you know that you have missed a call from s 9(2)(a) at 15:49 on 18/10

iMessage

Hi Laura will call you back soon

Read 18/10/2024

Thank you! Understand it's awkward but he may as well get it over and done with rather than dragging it out. And Heather will be fair

505 ideally

4:04

s 9(2)(a)

Tom

Thanks so much Grace. Sounds like a plan!!

Sun, 29 Sep at 1:53 PM

s 9(2)(a)

Wed, 16 Oct at 11:53 AM

Hi Grace, Yep we will come along if there are any details you can send that would be grand

In your inbox now

Cool thank you

Fri, 18 Oct at 3:35 PM

Hey grace is the minister free for an iv

Hey Grace, Just want to know is the complainant male or female

Don't need to know anymore

We are not releasing any details to protect their privacy

Delivered

4:03

s 9(2)(a)

Julie

Out of Scope

iMessage  
Fri, 18 Oct at 7:33 PM

Hey Grace - just checking you are ok? You've done an amazing job today. We've loved having you in the office. Don't worry this will blow over in a couple of days. I promise! I have been here a million times before..Julie

Thanks Julie, that's very kind. I'm grateful for the support - it was a good team effort and a good learning experience!! Hope you have a lovely weekend

Delivered

4:03

s 9(2)(a)

Text Message - SMS  
Mon, 21 Oct at 3:15 PM

Hi Grace, just following up from Friday. Has the Minister's office heard back from the complainant? Anneke Smith - RNZ.

4:03

s 9(2)(a)

Text Message - SMS  
Mon, 21 Oct at 6:45 AM

Hi Grace, Ellen here from Morning Report. Would the minister be available to come on the show this morning to speak about the incident with the worker that came out on Friday? Perhaps he wants to share his perspective of what happened? Thanks

4:01

s 9(2)(a)

Jasmine

Out of Scope

9(2)(g)(i)

Very short!

Looks good thank you

Out of Scope

4:01

s 9(2)(a)

Katie

Out of Scope

Hope you're ok!

What a day...

Yes. I can imagine. Politics is brutal

Tell me about. I'm really feeling for Bayly but them's the brakes eh

Yeah I feel for him too. It's not his personality. As far as I know anyway

No it's not at all. He is such a great boss. Funny & kind & a bit eccentric

Yeah it's the last bit that makes me think has created the problem.

Indeed!

Out of Scope

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9:39  
David S 9(2)(a)  
Hey andrew  
Was wondering if you had time to come vet my employees and see if there are any losers you could point out mate.... You seem to have surely got a skill there alright.... clearly you haven't yet perfected it tho huh.... So still more practice needed  
Gotta say never heard so many apologies in my whole life from one guy..... is it over soon do you think..... looks like you having fun tho..... ooh.... Um maybe not  
And yes I am enjoying this so no issues there bro

Yesterday 8:03 PM  
Andrew  
I appear to have missed your response

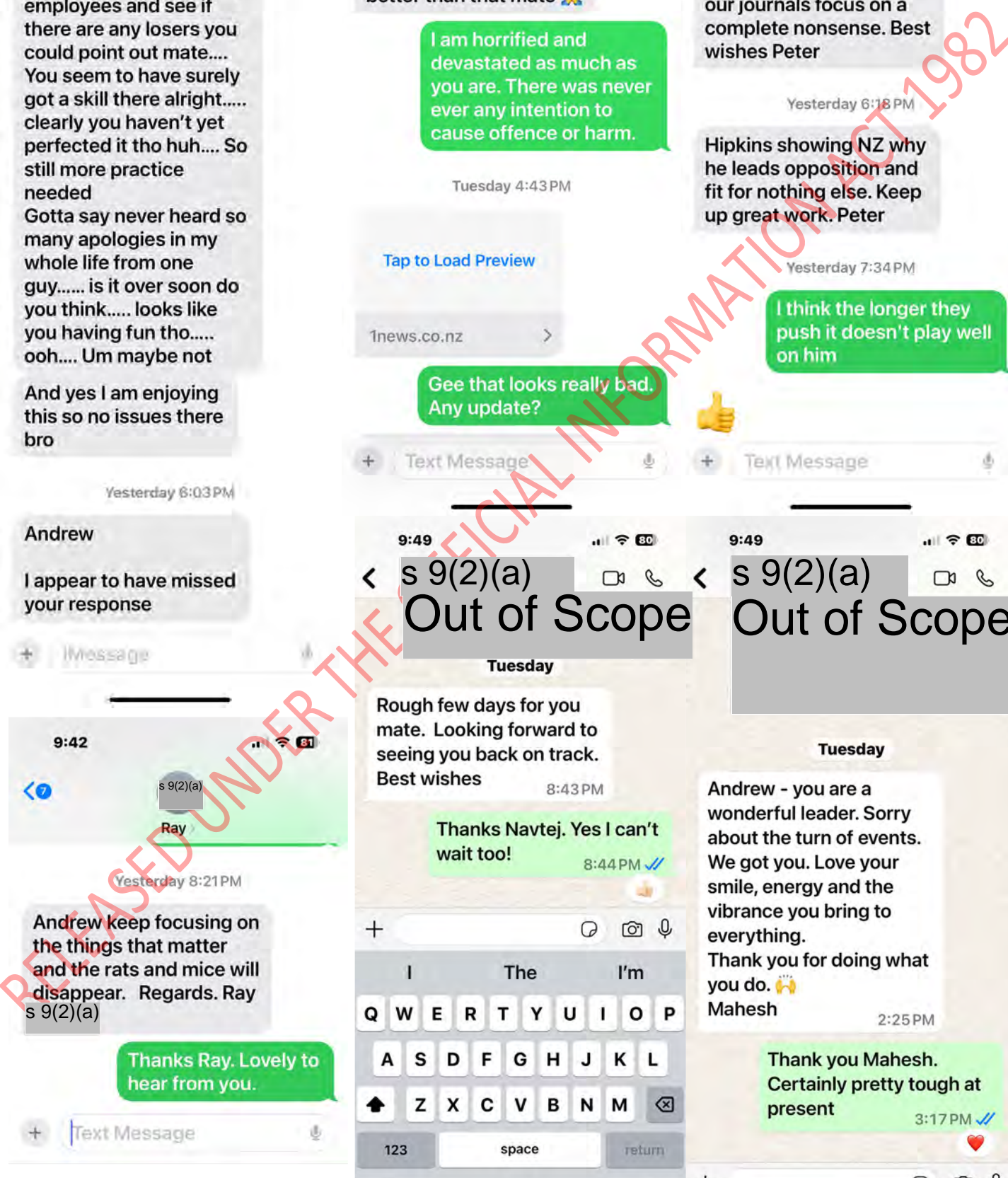
9:42  
Ray  
Yesterday 8:21 PM  
Andrew keep focusing on the things that matter and the rats and mice will disappear. Regards. Ray S 9(2)(a)  
Thanks Ray. Lovely to hear from you.

9:37  
Karl  
Tuesday 12:08 PM  
Come on Andrew you're better than that mate 🙏  
I am horrified and devastated as much as you are. There was never ever any intention to cause offence or harm.  
Tuesday 4:43 PM  
Tap to Load Preview  
1news.co.nz  
Gee that looks really bad. Any update? 🙌

9:49  
s 9(2)(a)  
Out of Scope  
Tuesday  
Rough few days for you mate. Looking forward to seeing you back on track. Best wishes 8:43 PM  
Thanks Navtej. Yes I can't wait too! 8:44 PM ✓✓  
I The I'm  
Q W E R T Y U I O P  
A S D F G H J K L  
Z X C V B N M  
123 space return

9:41  
Peter S 9(2)(a)  
Saturday 2:44 PM  
There is US Election, war in Ukraine, Middle East n our journals focus on a complete nonsense. Best wishes Peter  
Yesterday 6:18 PM  
Hipkins showing NZ why he leads opposition and fit for nothing else. Keep up great work. Peter  
Yesterday 7:34 PM  
I think the longer they push it doesn't play well on him

9:49  
s 9(2)(a)  
Out of Scope  
Tuesday  
Andrew - you are a wonderful leader. Sorry about the turn of events. We got you. Love your smile, energy and the vibrance you bring to everything. Thank you for doing what you do. 🙌  
Mahesh 2:25 PM  
Thank you Mahesh. Certainly pretty tough at present 3:17 PM ✓✓



9:16  
s 9(2)(a)  
Pip  
Text Message  
Tuesday 11:12 AM  
Andrew, Sending my support. I so appreciate the impact you are having in your role so sorry to see you in the media for reasons other than your achievements. Take Care Pip

iMessage  
Thanks Pip. Yes pretty tough at present  
Read Tuesday

Tuesday 2:47 PM  
Horrible for you. Hang in there.

9:17  
s 9(2)(a)  
Rima  
Out of Scope  
Tuesday 3:01 PM

Hi Minister, hope you are good  
Thank you Rima for asking  
Delivered

9:14  
s 9(2)(a)  
Dinesh  
Tuesday 8:47 AM  
Good morning Andrew  
It's a Media bet-up , stay strong mate .  
Thank you Dinesh. Much appreciated  
Read Tuesday

9:12  
s 9(2)(a)  
Ryan  
Out of Scope  
Monday 10:28 PM  
Hope you're ok mate

Tuesday 6:49 AM  
Thank you Ryan. A bit tough  
Delivered

9:14  
s 9(2)(a)  
Roger & Barbara  
Tuesday 9:17 AM  
Who would want to be in politics? Thinking of you and hoping the media find something of substance to report on. Best wishes Andrew.  
Thanks Roger. Yes!  
Delivered

iMessage

9:02  
s 9(2)(a)  
Richard  
Saturday 9:28 AM  
what a load of left wing journalist trash that sadly continues in New Zealand,you guys are doing an outstanding job, notwithstanding the bumpkin we suffer on TV1 and read in the press!  
as for what is reported on page A5 and the complainant being deeply offended....'yeah right'!!  
Regards  
Richard

Thanks Richard. Appreciate the support  
Delivered

and be assured there is absolutely plenty of support despite what some may want to verbalise...

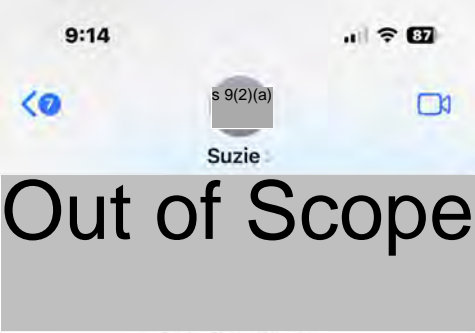
Out of Scope  
be nice to catch up for a coffee with Mr s 9(2)(a) before year end if you have time...

9:41  
s 9(2)(a)  
David  
Yesterday 6:07 PM

Andrew  
Hang in there. The drama is bloody ridiculous. D  
Yesterday 7:35 PM

Thanks David  
Delivered  
iMessage

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s 9(2)(a)  
Suzie

Out of Scope

Tuesday 9:18 AM

Andrew dear  
Just sending heaps of support your way. Hope you realise you have a mountainous army right behind you as you deal with this current ridiculousness! KIA KAHA and love to you and Tina.  
Susie S.

Thank you Suzie. Much appreciated. Trust you are well

Delivered



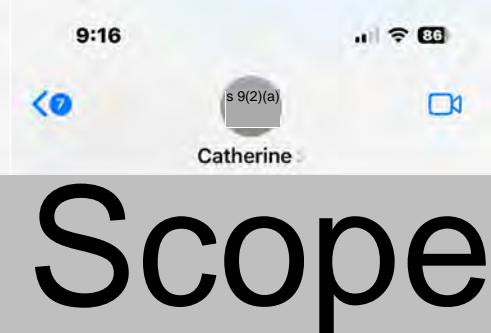
s 9(2)(a)  
Ian

Out of Scope

Tuesday 8:59 AM

Hi Andrew. Frustrating to see the media cling to a non-story like a rabid dog. Keep doing all the great work on behalf of small companies. We really appreciate it and you have our full support!

Thanks Ian. Really appreciate your support



s 9(2)(a)  
Catherine

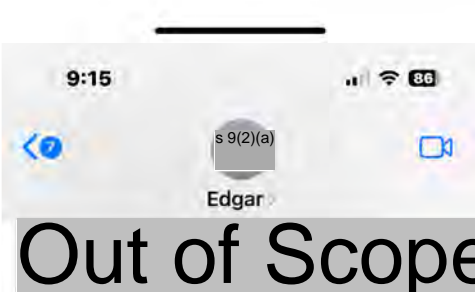
Out of Scope

Tuesday 11:19 AM

Sorry not to see you today and completely understand prioritisation call. Look forward to catch up being rescheduled soon.

Thank you for your understanding. Yes we will reschedule

Delivered



s 9(2)(a)  
Edgar

Out of Scope

Friday 4:44 PM

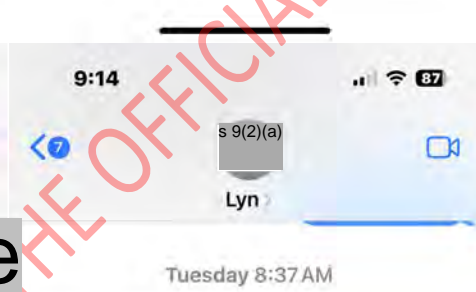
So you are human after all, Andrew. Knowing your humour there was no malice in your comments. You have my support. Keep up the good work. Edgar

Tuesday 10:45 AM

Get that smile back. No one died

Thank you

Delivered



s 9(2)(a)  
Lyn

Out of Scope

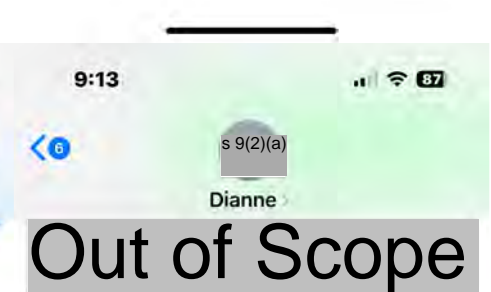
Tuesday 8:37 AM

Cameras out front but not at the side entrance

Ok. Is that the Vincent Street entrance

Read Tuesday

Yes



s 9(2)(a)  
Dianne

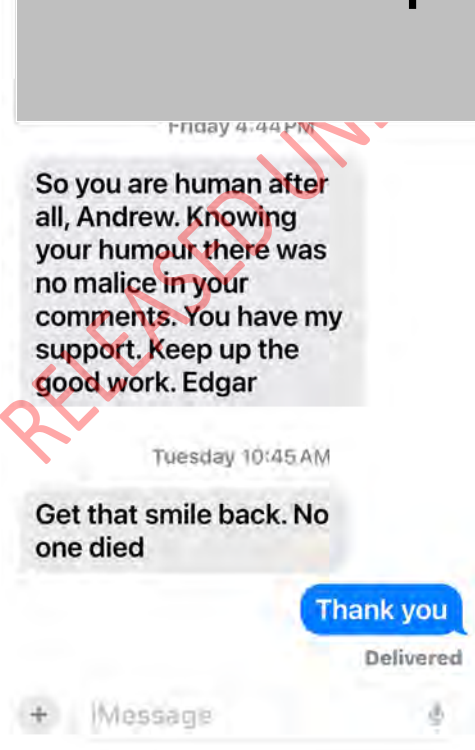
Out of Scope

Tuesday 7:11 AM

Hi Andrew want you to know you have my support and know that this whole situation has been taken out of content. You would never target a person. Not your personality. Keep strong and ignore negativity

Thanks Dianne. I appreciate your support

Move on and as s 9(2)(a) would say when he was in politics trust no one. It's a tuff world



s 9(2)(a)  
Edgar

Out of Scope

Message

s 9(2)(a)

# Out of Scope

Mon, 7 Oct at 11:42 AM

Hi s 9(2)(a) going to have a chat to s 9(2)(a) shortly and so I'll get back to you later this aftetnoon

Thank you

Mon, 7 Oct at 2:28 PM

Hi, Minister has asked for s 9(2)(a) number. He wants to check in with s 9(2)(a) and make any amends. Give me a call if you need.

Mon, 7 Oct at 3:46 PM

9(2)(a), 9(2)(b)(ii)

Text Message

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9:16 3 People  
iMessage  
Tuesday 2:55 PM

URGENT. in response to her last question re drink, did she asked if I had alcohol at both the beer garden and the vineyard. I did at the vineyard so have I inadvertently been incorrect in my answer. Need to change before we break?

Grace s 9(2)(a)  
Talk after QT.

No. If I need to change my statement I must do it now

What is happening. Can't you get the video

HR  
Hamish  
Friday 3:53 PM

Do I accept a camera interview with both channels

One minute

Tuesday 8:16 PM

Hamish. Many thanks for all your support and help today. Great to have someone with your experience helping.

Yesterday 2:17 PM

Hamish. How do I deal with this issue of the 3rd interaction that did not occur

9:42 WC  
Will  
Saturday 9:40 AM

Hi Minister, I hope you and Tina are going okay. Today's news is tomorrow's fish and chip paper.

Out of Scope

Happy to chat if you have feedback / questions on any of the above.

Ok. Thanks for all this. I will call when I can

9:16 3 People  
Paul 9(2)(a)  
Just checking

Will 9(2)(a)  
Still checking. Stand by.

Grace 9(2)(a)  
No further action required.

Good

4:22 GR  
Grace

TV setting up. Am getting recordings.

How's it going?

TV was OK. Just tweaking the responses.

Do you know who 9(2)(a) is please

No sorry 9(2)(g)(i)

Radio NZ

Thanks for trying. Pip, she wants on Lisa Owen.

9(2)(g)(i)

Sure.

Fri, 18 Oct at 6:39 PM

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Navigation icons: back, video call, forward, profile picture of Cameron

Thu, 17 Oct at 5:25 PM

Need to talk ASAP

Thu, 17 Oct at 7:30 PM

Cam. I am now on the 8.00pm to Auckland arriving a little after 9.00pm

All good

Do you want me to talk to the PM?

Monday 5:08 PM

Please see email I have just sent you

Tuesday 2:50 PM

Really well done! Very good in the House.

Thank you Cam. Really appreciated you and Hamish going through those questions

Delivered

Yesterday 2:53 PM

You should say 'no drinks before any interaction'

+ iMessage

Tuesday 2:54 PM

Good job Andrew. Very tough five days on you and Tina.

Yesterday 5:54 PM

Just outside heading your way PWC

Delivered

+ iMessage

iMessage Monday 6:44 AM

Can we talk at 8.30am to get a clear line of events. Thanks

Monday 8:29 AM

9(2)(a)

Have sent a teams link for our conversation

4:18

< 9(2)(a)

9(2)(a), 9(2)(g)(i)

PM

Tue, 22 Oct

9(2)(g)(i)

PM

Hey team. We in just pulling into the basement. Hamish met us at the airport and we are going to go straight up to PMO to prep.

12:48 PM

Any update on timing? 6:29 PM

9(2)(a)

+ Message

Navigation icons: back, video call, forward, profile picture of 2 People

2 People

+ iMessage

8:58  
CL  
Christopher

Out of Scope

Friday 7:12 PM

PM. Thank you for your support today. Cam and Hamish have also been great. It is much appreciated

Delivered

Friday 9:18 PM

+ iMessage

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CONFIDENTIAL 1988

# Out of Scope

9:36  
GR  
Grace  
Tuesday 2:17 PM

Was it in the diary

I'm looking. Just to be clear there are two forms of diary release - there is a ministerial event diary that is sent around each week. This is always emailed around with a note saying "this is not an exclusive list of engagements". Then there is your formal ministerial diary which will be released next month - which will definitely include it.

Ok. Presumably it was in both. Paul should know

For some reason it dripped off the diary - it was the last event of the day. I will clarify with Jo

Ok. Good. Any reason why. I listed the event on my Facebook post so no attempt to hide the visit. Be careful not to indicate this is where the event occurred. s 9(2)(a) might be able to explain what went on

No it's my bad - I send the info to PMO and it just slipped off the list of events. I will explain

9:37  
GR  
Grace  
Yesterday 10:36 AM

Yesterday 2:26 PM  
Grace. Can you please talk to Hamish. Do clarify explicitly the events or just reconfirm I had not had a drink. Issue is plausibility of time delay between interactions

Will come back to you soon.

All good. All clear. Continue with approach

iMessage

9:35  
GR  
Grace  
Friday 3:40 PM

I presume I go off line until you do your rounds of the media

# s 9(2)(g)(i)

I'll take you advice

I am taking to press gallery now

Herald no

Julia Herald J >

Friday 5:56 PM

9:35  
GR  
Grace  
Friday 5:56 PM



Andrew Bayly apologises after person claims they were called a 'loser', told to 'f... off'  
stuff.co.nz

Just watched the tv interview & think you did well

Saturday 9:33 AM

Grace. Have you completed the timeline. Just keen to make sure it is accurate

Morning, here is what I have:

## Timeline


- 3 October – visit
- 10 October – received the letter of complaint
- 11 October – Bayly sent a letter of apology and did not hear back from the complainant, employer indicated matter was resolved
- 17 October – complainant wrote again saying he was unsatisfied with the apology
- 18 October – Bayly sent follow up letter of apology & made media statement

iMessage

# s 9(2)(g)(i)

2:13 Will  
Well done Grace. Should blow over pretty quick.  
Thanks for being support crew today - was really good you were with the minister  
Tue, 22 Oct at 12:06 PM

Hi Grace. Popped in to PMO. They will come down to our office for prep.  
Thanks. We just laded  
Do you have enough cooks Grace?  
I think so - with Hamish & Cam B  
Tue, 22 Oct at 2:55 PM

Good job Grace.  
Tue, 22 Oct at 5:01 PM  
  
Thu, 24 Oct at 2:31 PM

Survived.  
Indeed  
+ iMessage

Out of Scope

2:11 Paul  
9(2)(g)(i)  
Well done thanks  
Umm just thinking given there is a pizza and politics event - we probably need to talk to Lynne - thoughts?  
"My apologies" subject?  
Just "Apology"  
Thanks  
Bcc you in?  
Yes pls

I have spoken to Lynne and Barbara and given them the heads up - advised if they have any media requests to take a message and forward to you.  
Out of Scope  
+ iMessage

2:11 Paul  
Thu, 17 Oct at 8:29 PM  
No messages from media so far  
9(2)(a), 9(2)(g)(i)

Naw well that's nice of s 9(2)(a)  
Gosh. Not ideal  
Nope  
Alas. Not much we can do at this point  
Indeed - sigh

Out of Scope  
Out of Scope  
+ iMessage

2:11 Paul  
OneNews has just called, asking if the Pizza & Politics meeting is going ahead tonight. I referred them to Grace. If he's going to be hijacked by media down there, should we call it off?  
Cancel pizza and politics  
Thanks

Out of Scope  
+ iMessage

9(2)(b)(ii)  
Out of Scope  
+ iMessage

2:09 Hamish  
Fri, 18 Oct at 4:53 PM  
How did the TV interviews go?  
Doing it now  
Just spoke to the minister and thinks it went okay. Just kept apologising and said I intended as a light hearted remarks but I got it wrong. I've apologies to the PM etc  
Will he on ZB with Heather soon

Out of Scope  
Out of Scope  
+ iMessage

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2:16 s 9(2)(a)

Quite small stories so that is good... aside from being on the front page banner

story has dropped off the front page of all the apps

/websites

Which is good!

Sat, 19 Oct at 11:49 AM

Yeah that's a good point. Seems like it's gonna die down a bit now

Very good!

Sat, 19 Oct at 8:15 PM

Few tweets from Chippy about it today:

Chris Hipkins @chrishipkins · 8h If Christopher Luxon had any standards for his ministers Andrew Bayley would have been sacked for his contempt towards working people. But we already know he has no standards given his lack of action on Costello, McKee, Jones, Peters, Seymour...

Chris Hipkins @chrishipkins · 8h Why does Andrew Bayley think that working hard for a living makes someone a "loser"? It's an appalling attitude for a government minister, but sadly symptomatic of the arrogance and superiority complex of the Luxon-led gov. Luxon won't take action because he thinks the same.

Sun, 20 Oct at 9:29 AM

As far as I can tell this is the only new story



Sun, 20 Oct at 6:10 PM

2:16 s 9(2)(a)



Minister sorry after calling worker 'loser', allegedly saying to 'f\*\*\* off'

od Luxon learned of rough a letter to his c himself.

Yep ...

How on earth did they get to that conclusion

Don't know

Out of Scope

s 9(2)(g)(i)

2:17 s 9(2)(a)

Sun, 20 Oct at 6:10 PM

It's the wonky one I've seen today

Hopefully there aren't any tomorrow

I imagine there may be some on Tuesday - Luxon likely will be asked about it on Tuesday at question time I imagine

Yes and he will get questions ya post can

Can you pls check the email I sent you?

I spoke to morning report (about penk stuff) and they said they had a very full show with sports stuff so I that's good...

Text Message · SMS

Hi. This text is just letting you know that you have missed a call from s 9(2)(a) at 18:22 on 20/10.

2:17 s 9(2)(a)

Yeah for sure will get some Q's post cab. And yep I'll have a look now

Sun, 20 Oct at 9:24 PM

Andrew Bayly MP

In Marlborough today - the home of viticulture and aquaculture. Local MP Stuart Smith MP took me to see a wider range of manufacturers and exporters. They included Marlborough Oysters (who were recently featured on Country Calendar) and Smart Machine who make Oxin equipment for the viticulture industry. Final stop was Spy Valley Wines. The last one was hard work!



May be misconstrued the wrong way...

Mmm yes



iMessage

8:17  
Andrew  
Thursday 5:42 PM  
Just got a call from Cam Burrows he is coming to see you at 6pm -re Blenheim incident  
Ok.  
Do we know what happened  
The guy complained to PM and the leaders of other parties  
Cam also wants to speak to 9(2)(a)  
Have a copy of my letter  
I have a copy of your letter and his waiting for you - in black folder on your desk  
Thursday 7:02 PM  
You better give Can 9(2)(a) no  
Will do  
I am now on the 8.00pm

8:17  
Andrew  
Fri, 11 Oct at 2:19 PM  
9(2)(b)(ii)  
Out of Scope

8:17  
Andrew  
Thu, 10 Oct at 4:57 PM  
Hey Andrew  
Don't know if you have had a chance to speak to s 9(2)(a) I have sent you a draft letter for your consideration  
I won't do anything further until I hear from you  
I know you are busy  
9(2)(g)(i)  
Out of Scope

4:21  
GR  
Hi Grace. A call from you or Hamish to Andrew would be timely.  
We are going around the gallery  
We can't talk right now  
Take a second to ring him asap  
Just hold the line  
Shall do.  
Will call in 2 mins  
Are you with the minister  
Has he got us on speaker  
Need you to hear advice

8:18  
Andrew  
Spoken to 9(2)(a) is happy to talk to Cam  
What was 9(2)(a) reaction  
9(2)(b)(ii), 9(2)(a)  
Ok. Nice to hear. Why don't you past on these comments directly to Cam  
I told I spoke to s 9(2)(a) and passed on phone number- I will pass on comments  
Thursday 9:40 PM  
Out of Scope

8:18  
Andrew  
Monday 8:59 AM  
Out of Scope

4:21  
GR  
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Has he got us on speaker  
Need you to hear advice  
Sure.

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Out of Scope

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