



12 October 2016

Mr Darren Insall
fyi-request-4720-aeb7f822@requests.fyi.org.nz

Dear Mr Insall

Thank you for your request under the Official Information Act 1982, in which you requested the following:

*... if a student loan was issued by the Department of Education prior to the Student loan scheme Act 1992 and the loan document details the Credit Consumer Act 1981.
What Act now governs this loan?
Why does this Act apply to the loan?
What Act and section determines this outcome?
Student Loan Scheme Act 2011 Dispute Process What is the dispute process?
What Act or Acts are applicable to this process?
How long has this process been available to the public?
Is this process known to the IRD Collections Officers?
Do the IRD Collections Officers have an obligation to disclose this process after being asked for the dispute process?
Communication and Disclosure Obligations IRD Does the IRD have an internal policy or governance that police's or monitors the time frame of communication between the IRD and its clients?
What is the acceptable or "normal" amount of time that the IRD allows for post based mail to leave its offices and be delivered anywhere in New Zealand?
What would be the acceptable time frame for the IRD to allow for an answer to post based mail?
What documents refer to these Time Frames?
What is the acceptable or "normal" amount of time that the IRD would expect when emailing a response to citizens?
Does the IRD have an obligation to inform its citizens on the progress of a request if a citizen has asked for a status update, on the grounds that the original request was over extending a "normal" amount of time?
Collection Officers guidelines and standards Is there policy or procedure or a specific Act that governs the collection of student loans?
Can you supply this policy or procedure or Act to me?
What is the IRD's stance on aggressive bullying tactics during the collections process?
How many suicides have been directly connected to the collection of student loans?*

We received the request on 9 October 2016 and will respond by 7 November 2016.

Yours sincerely

Leisa Coley
Team Manager, Government and Executive Services