

**Office of the Commissioner**

National Office  
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19 April 2017

Mrs Beryl Beauchamp  
fyi-request-5726-6ec507cd@requests.fyi.org.nz

Dear Mrs Beauchamp

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

*...any scripts, training materials, instructions of any other kind that the Department requires IRD contact workers to use when in conversation or correspondence with an overseas student loan borrower who is arrears.*

We received your request on 12 April 2017 and will respond by 15 May 2017.

Yours sincerely



Leisa Coley  
Team Manager, Government and Executive Services

IN CONFIDENCE