



08 JUN 2018

Ashwini Teegavarapu

Email: [fyi-request-7878-5e2c7002@requests.fyi.org.nz](mailto:fyi-request-7878-5e2c7002@requests.fyi.org.nz)

Ref: DOIA 1718-1675

Dear Mr Teegavarapu

Thank you for your email (via the fyi.org website) dated 21 May 2018 requesting the following information under the Official Information Act 1982 (the Act):

1. *"For an assessment of an application , Can Immigration NZ ask for a Company's service agreement with the Client which is a confidential document and which is a non disclosure agreement as well ?*
2. *If the answer to question 1 is yes , Could you please refer according to which quote or immigration instruction that this statement is true? And also could you please mention under what circumstances this will be true or the company - client service document can be asked for ?*
3. *If the answer to question 1 is No , and If Immigration NZ has asked for such a document, whom do we report it to ?*
4. *Could you also send me the email address of the top in the hierarchy in the Visa services in Ministry of Business, Innovation and Employment ( MBIE) like General manager , Operations Manager and Visa services Head ?"*

#### Our Response

Our response to the questions you asked is below.

1. *For an assessment of an application , Can Immigration NZ ask for a Company's service agreement with the Client which is a confidential document and which is a non disclosure agreement as well ?*
2. *If the answer to question 1 is yes , Could you please refer according to which quote or immigration instruction that this statement is true? And also could you please mention under what circumstances this will be true or the company - client service document can be asked for ?*
3. *If the answer to question 1 is No , and If Immigration NZ has asked for such a document, whom do we report it to ?*

**Response:** An immigration officer may require a visa applicant to provide further information or evidence which that officer thinks is necessary to determine the application. This applies to both residence class and temporary entry class visa applications, in accordance with immigration instructions. A copy of the relevant immigration instructions is attached for your reference. Kindly note that these instructions are in the Immigration New Zealand (INZ) Operational Manual which is publicly available on the INZ website: <https://www.immigration.govt.nz/opsmanual/>.



4. *Could you also send me the email address of the top in the hierarchy in the Visa services in Ministry of Business, Innovation and Employment ( MBIE) like General manager , Operations Manager and Visa services Head ?*

**Response:** Steve Stuart is the General Manager of Visa Services, Immigration New Zealand, Ministry of Business, Innovation and Employment. His email address is [Steve.Stuart@mbie.govt.nz](mailto:Steve.Stuart@mbie.govt.nz).

If you wish to discuss any aspect of your request or this response, please contact Karen Sionzon, Senior Business Advisor, Operations Support, Immigration New Zealand at [Karen.Sionzon@mbie.govt.nz](mailto:Karen.Sionzon@mbie.govt.nz).

Yours sincerely



Karen Bishop  
Assistant General Manager – Visa Services  
Immigration New Zealand  
Ministry of Business, Innovation and Employment

## Residence class visa instructions

### R2.45 Additional requirements

See also *Immigration (Visa, Entry Permission, and Related Matters) Regulations 2010, regs 5, 7, 8 and 23A.*

Before determining the application, an immigration officer processing an application may require the applicant:

- a. to appear before an immigration officer for an interview; and/or
- b. to produce any other photographs, documents, evidence, and information the officer thinks necessary to help in determining the application; and/or
- c. to undergo a further medical examination (unless the applicant previously held a resident visa and is applying for a resident visa at an immigration control area).

## Temporary entry class visa instructions

### E4.50.40 Additional requirements

Before determining the application, the immigration officer processing the application may do one or more of the following:

- a. require the applicant to be interviewed by an immigration officer; or
- b. require the applicant to produce further information or evidence (including photographs) that the officer thinks necessary for him or her to determine the application; or
- c. require the applicant to undergo a medical examination or another medical examination, as the case may be; or
- d. require the applicant to produce travel tickets to a country that the person has right of entry to or evidence of onward travel arrangements that the officer thinks necessary for him or her to determine the application; or
- e. require the applicant to produce evidence of the applicant's funds for maintenance while in New Zealand or evidence of the applicant's sponsorship that the officer thinks necessary for him or her to determine the application.