



22 NOV 2019

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Tēnā koe Sovereign De Jure

Thank you for your email dated 15 October 2019 regarding Work and Income's SWIFTT system and the recording of people's names in that system. I would like to apologise for the delay in responding to your request for information.

The Ministry's SWIFTT system requires a surname to be recorded. If a person does not have a surname or chooses not to use one, the Ministry is able to use a default name. This is usually a name chosen by the client, which is why a letter might be addressed to a person that shows the first name repeated, for example John John.

I hope this information clarifies matters for you.

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 [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Thank you again for writing.

Nāku iti noa, nā

Elisabeth Brunt  
General Manager  
Ministerial and Executive Services