

1 October 2021

Amanda Murtagh  
fyi-request-16615-9d479dbf@requests.fyi.org.nz

Dear Amanda Murtagh

Thank you for your follow up request made under the Official Information Act 1982 (OIA), received on 3 September 2021. You requested:

*Why did the Commissioner change the dates or correspondence three times over three weeks?*

*If the Commissioner denies responsibility for this, have the IRD have been compromised and is the IRD working with the GCSB to bring the perpetrators to account?*

On 20 September 2021, officials asked you for clarification on the three situations you refer to in your request. You provided information from your myIR inbox showing two instances of date changes to your correspondence.

In our response to your request made on 8 August 2021, we stated the Commissioner is not permitted to change the received dates or times of messages or correspondence sent through myIR unless it has been clearly identified the received recorded is incorrect.

It may help if I provide an explanation to what has happened. The initial email dated 16 July 2021 was sorted into Inland Revenue's correspondence queue for 31 July 2021. The date update in myIR reflects this change. When web messages move into different queues in our system, the dates change depending on the action taken by Inland Revenue staff. It does not change the original correspondence date, which are retained separate from our correspondence system. For your case, your initial email of 16 July 2021 was sorted twice on two different dates.

Inland Revenue's myIR system will undergo an update later this year that will prevent future correspondence dates from updating based on queue movement.

Dates in the correspondence system are controlled completely separately from the dates the billing and financial engine used and have no financial impact on customers.

Thank you again for your request.

Yours sincerely



Jeni Vaughan  
**Manager START Production Support**