



NEW ZEALAND
CUSTOMS SERVICE
TE MANA ĀRAI O AOTEAROA

WELLINGTON

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PROTECTING NEW ZEALAND'S BORDER

10 May 2024

Ref: OIA 24-129

Mr John Luke

By email: fyi-request-26417-64ffcf8e@requests.fyi.org.nz

Tēnā koe John Luke

Request for information under the Official Information Act 1982

Thank you for your email received on 11 April 2024, to New Zealand Customs Service (Customs), via the FYI website, requesting the following information under the Official Information Act 1982 (the Act):

“may I kindly seek if you have an Approved Medal Mounting Vendor List? if so, can you supply the list. If not, how is the medal mounting done for your personnel.”

I have outlined Customs' response to each part of your request below.

Question One

“may I kindly seek if you have an Approved Medal Mounting Vendor List? if so, can you supply the list.”

Customs does not have an 'Approved Medal Mounting Vendor List'. Therefore, I am refusing this part of your request under section 18(e) of the Act, as the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

Question Two

“If not, how is the medal mounting done for your personnel.”

I can advise that Customs currently procures medal mounting services for our personnel from New Zealand Medals Limited and Winterstoke (1998) Limited.

You have the right, by way of complaint to the Office of the Ombudsman under section 28(3) of the Act, to seek an investigation and review of this decision. Information about how to make a complaint is available online at: www.ombudsman.parliament.nz or you can phone 0800 802 602.

If you have any queries in regard to this response, please contact the Correspondence, Reviews and Ministerial Servicing Team at: OIA@customs.govt.nz.

Please note that Customs proactively releases responses to Official Information Act requests on our website. As such, we may publish this response on our website after we have sent it to you. Your name and contact details will be removed.

Nāku noa, nā

A handwritten signature in blue ink, appearing to read 'Antonio Silva', with a stylized flourish at the end.

Antonio Silva
Manager Corporate Services