



[AdviserName1]
[AdviserName2]
[AdviserStreetNumber] [AdviserStreetNamePOBoxNumber]
[AdviserSuburb]
[AdviserCity] [AdviserPostCode]
[AdviserCountry]
[NZBN_Adviser]

Kia ora [Client Name]

Group Visitor Visa application declined

Thank you for your application for a Group Visitor Visa which was received on [Date Tendered].

Your Group Visitor Visa application has been declined as you do not meet immigration instructions. I acknowledge this is not the outcome you would like.

I have made my decision because:

[Follow 'SOP Process a high-risk Visitor Visa application in AMS'. Use the relevant standardised response(s) from this list below, and delete other standardised responses. Delete highlighted instructions]

[Delete irrelevant PPI sections.]

[Decline after PPI - No response.]

I wrote to you to raise concerns that you do not meet requirements to be granted a Visitor Visa and gave you an opportunity to comment and provide further information.

I have not received a response from you, so I have made a decision based on the information available to me, and your application for a visa has been declined.

[Decline after PPI - Response received]

I wrote to you to raise concerns that you do not meet requirements to be granted a Visitor Visa and gave you an opportunity to comment and provide further information.

I have received your response and have considered the information available. Despite your submissions, I am not satisfied that you meet the requirements to be granted a Visitor Visa and your application for a visa has been declined.

[DELETE IRRELEVANT SECTIONS]

Permitted length of stay exceeded, based on proposed visa expiry date (V2.5.1)

Visitors can only stay in New Zealand for a maximum of nine months in the 18-month period before the proposed expiry date of their visa, as per immigration instruction V2.5.1.

You have already been in New Zealand for more than nine months in the 18-month period before the proposed expiry date of your visa and as a result, I am not satisfied you meet the requirements to be granted a Visitor Visa as per immigration instruction V2.5.1(b).

Permitted length of stay exceeded, based on application date (V2.15)

Visitors must not have been in New Zealand for more than nine months in the 18 months (see V2.5) before their application was received, as per immigration instruction V2.15(b)(iii).

You have already been in New Zealand for more than nine months in the 18 months before you made your application and as a result, I am not satisfied you meet the requirements to be granted a Visitor Visa as per immigration instruction V2.15(b)(iii).

Insufficient funds (V2.1(b) and V2.20)

Applicants for a Visitor Visa must meet the funds or sponsorship requirements, as per immigration instruction V2.1(b) and V2.20.

You have indicated that you are using your own funds for the duration of your proposed visit to New Zealand, as per immigration instruction V2.20(a). Funds must be at least NZ\$1,000 per month for maintenance and accommodation, or NZ\$400 per month if the accommodation has been prepaid.

I am not satisfied that you have sufficient funds, and your visit is not sponsored. As a result, I am not satisfied that you meet the requirements to be granted a Visitor Visa as per immigration instructions V2.1(b) and V2.20(a).

Unable to determine genuine source of available funds (V2.1(b) and V2.20)

Applicants for a Visitor Visa must meet the funds or sponsorship requirements, as per immigration instruction V2.20.

You have indicated that you are using your own funds for the duration of your proposed visit to New Zealand, as per immigration instruction V2.20(a). Funds must be at least NZ\$1,000 per month for maintenance and accommodation, or NZ\$400 per month if the accommodation has been prepaid.

While you have tried to demonstrate you have the required funds in your account, after considering the information you supplied, I am not satisfied that these funds are genuinely available to you.

As a result, I am not satisfied that you meet the requirements to be granted a Visitor Visa as per immigration instructions V2.1(b) and V2.20(a).

Funds include a sudden deposit (V2.1(b) and V2.20)

Applicants for a Visitor Visa must have funds genuinely available to them for the duration of their proposed visit to New Zealand, as per Immigration instruction V2.20(a). Funds must be at least NZ\$1,000 per month for maintenance and accommodation, or NZ\$400 per month if the accommodation has been prepaid.

You have the required funds in your account; however, I have noted a large deposit(s) has been made into your bank account and you have not sufficiently explained the source and history of this deposit(s). Therefore, I conclude that the claimed funds may not be genuinely available to you. As a result, I am not satisfied that you meet the requirements to be granted a Visitor Visa as per immigration instructions V2.1(b) and V2.20(a).

Sponsor does not meet requirements (V2.1(b))

Applicants for a Visitor Visa must meet the funds or sponsorship requirements, as per immigration instruction V2.1(b).

Where applicants are sponsored, the requirements as per immigration instructions V2.1(b), V2.20(b) and E6.5 must be met for a Visitor Visa to be granted.

Your sponsor does not meet our generic sponsorship requirements for an acceptable sponsor as per immigration instructions E6.5.

I have also considered if you can meet the funds requirements yourself, as per immigration instruction V2.20(a). Applicants must have genuinely available funds of at least NZ\$1,000 per month for maintenance and accommodation, or NZ\$400 per month if the accommodation has been prepaid.

After considering the information available to me, I am not satisfied that you meet the requirements to be granted a Visitor Visa as per immigration instructions V2.1(b), V2.20 and E6.5.

Sponsor has not provided the relevant sponsor form (E6.10)

Applicants for a Visitor Visa must meet the funds or sponsorship requirements, as per immigration instruction V2.1(b).

Where applicants are sponsored, the requirements as per immigration instructions V2.1(b), V2.20(b) and E6.5 must be met for a Visitor Visa to be granted.

Your sponsor does not meet our requirements as they have not provided a complete *Sponsorship Form for Temporary Entry (INZ 1025)*, as per immigration instructions E6.10.

I have also considered if you can meet the funds requirements yourself, as per immigration instruction V2.20(a). Applicants must have genuinely available funds of at least NZ\$1,000 per month for maintenance and accommodation, or NZ\$400 per month if the accommodation has been prepaid.

After considering the information available to me, I am not satisfied that you meet the requirements to be granted a Visitor Visa, as per immigration instructions E6.10, E6.5, V2.1(b), and V2.20(b).

For future applications, this form and information on sponsorship is available on our website: www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/financial-arrangements/sponsorship/criteria-and-process-for-sponsors

Insufficient evidence you can leave New Zealand (V2.1 and V2.25)

Applicants for a Visitor Visa must have the means to leave New Zealand, as per immigration instruction V2.25.

After considering the information available to me, I am not satisfied that you have provided sufficient evidence that you have the means to leave New Zealand. As a result, I am not satisfied you meet the requirements to be granted a Visitor Visa as per immigration instructions V2.1(c) and V2.25.

[For blurbs below: Bona Fide Decline blurbs are only to be used after substantive instructions are assessed. Delete these instructions.]

Insufficient evidence of genuine intentions to visit New Zealand for a lawful purpose (V2.1 and E5)

Applicants for a Visitor Visa must be able to demonstrate they meet the bona fide requirements set out in immigration instruction E5, including that they genuinely intend to visit temporarily for a lawful purpose, as per immigration instructions V2.1(a)(ii) and V2.1.1.

After considering the information available to me, I am not satisfied that you have demonstrated you have genuine intent to come to New Zealand for a lawful purpose. As a result, I am not satisfied you meet the requirements to be granted a Visitor Visa as per immigration instructions V2.1(a)(ii) and E5.

Our website has information on the rules, evidence and assessment of genuine intentions to visit New Zealand: www.immigration.govt.nz/genuine-intentions

Insufficient evidence of ties to home country V2.1(a)(ii) and E5

Applicants for a Visitor Visa must be able to demonstrate they meet the bona fide requirements, including that they genuinely intend to visit temporarily for a lawful purpose, and are not likely to remain unlawfully or breach their visa conditions, as per immigration instruction V2.1(a)(ii).

In making my decision, I must consider your personal circumstances. This includes any personal, family, financial, employment or other commitments in your home country and New Zealand, and any circumstances that may discourage you from returning to your home country when your visa expires, as per immigration instruction E5.10(a)(iv)).

After considering the information available to me, I am not satisfied that your personal circumstances demonstrate sufficient ties to your home country. Taking this into account, along with other relevant information, I am not satisfied that you meet the requirements to be granted a Visitor Visa, as per immigration instructions V2.1(a)(ii) and E5.10(a)(iv)).

Our website has information on the rules, evidence and assessment of genuine intentions to visit New Zealand: www.immigration.govt.nz/genuine-intentions

Likely to breach visa conditions (V2.1 and E5)

Applicants for a Visitor Visa must be able to demonstrate they meet the bona fide requirements, including that they are not likely to remain unlawfully or breach their visa conditions, as per immigration instruction V2.1(a)(ii).

Immigration instruction E5.1(b) states that a bona fide applicant is one who, in the opinion of an immigration officer, is not likely to:

- remain in New Zealand unlawfully, or
- breach the conditions of their visa, or
- be unable to leave or be deported from New Zealand.

Instruction E5.10 lists what I need to take into account to determine whether an applicant is a bona fide applicant.

After considering the information available to me, I have determined that you are likely to remain unlawfully, possibly breach your visa conditions, or be unable to leave New Zealand. As a result, I am not satisfied that you meet the requirements to be granted a Visitor Visa as per immigration instructions V2.1(a)(ii) and E5.

Our website has information on the rules, evidence and assessment of genuine intentions to visit New Zealand: www.immigration.govt.nz/genuine-intentions

[End of standardised responses. Ensure you have deleted all irrelevant standardised responses. Delete these instructions]

I have also considered whether there are any special circumstances that would warrant an exception to immigration instructions, but I can find no reason to grant a visa as an exception.

Requesting a reconsideration

There is no right of appeal or reconsideration against a decision on a temporary entry class visa application made outside of New Zealand.

If you have new information that has not been considered by INZ, you can submit a further application. This would be considered on its merits and would need to show that you meet all relevant New Zealand government immigration instructions

[Use the following section if you are returning documents to the applicant. Delete these instructions]

Your documents

We are returning your original documents with this letter. The documents are:

[List documents here]

Make sure you keep your documents and this letter in a safe place for future reference. Please note that we do not return copies of the documents you send to us or original medical or police certificates.

Contact us

You can find more information about visas on our website:

www.immigration.govt.nz

If you have specific questions about your visa status, please call our Immigration contact centre on:

- 0508 55 88 55 or 09 914 4100 if you are in New Zealand
- 64 9 914 4100 if you are outside of New Zealand.

You will need to tell us your application and client numbers (see the top of this letter). Please be ready to quote these when you phone.

Ngā mihi,

[Case Manager Name] [Case Manager Designation] Immigration New Zealand **Application number:** [Application Number]

Client number: [Client Number]

[Date]

[AdviserName1]
[AdviserName2]
[AdviserStreetNumber] [AdviserStreetNamePOBoxNumber]
[AdviserSuburb]
[AdviserCity] [AdviserPostCode]
[AdviserCountry]

Kia ora [Client Name]

Application for a Visitor Visa for:

Applicant:

[Client Name]

[Secondary Applicant 1]

[Secondary Applicant 2]

[Secondary Applicant 3]

[Secondary Applicant 4]

Date of birth:

[Date of Birth]

[SecondaryApplicant1DateOfBirth]

[SecondaryApplicant2DateOfBirth]

[SecondaryApplicant3DateOfBirth]

[SecondaryApplicant4DateOfBirth]

Visitor Visa application declined

Thank you for your application for a Visitor Visa which was received on [Date Tendered].

Your Visitor Visa application has been declined as you do not meet immigration instructions. I acknowledge this is not the outcome you would like.

I have made my decision because:

[Follow 'SOP Process a high-risk Visitor Visa application in AMS'. Use the relevant standardised response(s) from this list below, and delete other standardised responses. Delete highlighted instructions]

[Delete irrelevant PPI sections.]

[Decline after PPI - No response.]

I wrote to you to raise concerns that you do not meet requirements to be granted a Visitor Visa and gave you an opportunity to comment and provide further information.

I have not received a response from you, so I have made a decision based on the information available to me, and your application for a visa has been declined.

[Decline after PPI – Response received]

I wrote to you to raise concerns that you do not meet requirements to be granted a Visitor Visa and gave you an opportunity to comment and provide further information.



I have received your response and have considered the information available. Despite your submissions, I am not satisfied that you meet the requirements to be granted a Visitor Visa and your application for a visa has been declined.

[DELETE IRRELEVANT SECTIONS]

Permitted length of stay exceeded, based on proposed visa expiry date (V2.5.1)

Visitors can only stay in New Zealand for a maximum of nine months in the 18-month period before the proposed expiry date of their visa, as per immigration instruction V2.5.1.

You have already been in New Zealand for more than nine months in the 18-month period before the proposed expiry date of your visa and as a result, I am not satisfied you meet the requirements to be granted a Visitor Visa as per immigration instruction V2.5.1(b).

Permitted length of stay exceeded, based on application date (V2.15)

Visitors must not have been in New Zealand for more than nine months in the 18 months (see V2.5) before their application was received, as per immigration instruction V2.15(b)(iii).

You have already been in New Zealand for more than nine months in the 18 months before you made your application and as a result, I am not satisfied you meet the requirements to be granted a Visitor Visa as per immigration instruction V2.15(b)(iii).

Insufficient funds (V2.1(b) and V2.20)

Applicants for a Visitor Visa must meet the funds or sponsorship requirements, as per immigration instruction V2.1(b) and V2.20.

You have indicated that you are using your own funds for the duration of your proposed visit to New Zealand, as per immigration instruction V2.20(a). Funds must be at least NZ\$1,000 per month for maintenance and accommodation, or NZ\$400 per month if the accommodation has been prepaid.

I am not satisfied that you have sufficient funds, and your visit is not sponsored. As a result, I am not satisfied that you meet the requirements to be granted a Visitor Visa as per immigration instructions V2.1(b) and V2.20(a).

Unable to determine genuine source of available funds (V2.1(b) and V2.20)

Applicants for a Visitor Visa must meet the funds or sponsorship requirements, as per immigration instruction V2.20.

You have indicated that you are using your own funds for the duration of your proposed visit to New Zealand, as per immigration instruction V2.20(a). Funds must be at least NZ\$1,000 per month for maintenance and accommodation, or NZ\$400 per month if the accommodation has been prepaid.

While you have tried to demonstrate you have the required funds in your account, after considering the information you supplied, I am not satisfied that these funds are genuinely available to you.

As a result, I am not satisfied that you meet the requirements to be granted a Visitor Visa as per immigration instructions V2.1(b) and V2.20(a).

Funds include a sudden deposit (V2.1(b) and V2.20)

Applicants for a Visitor Visa must have funds genuinely available to them for the duration of their proposed visit to New Zealand, as per Immigration instruction V2.20(a). Funds must be at least NZ\$1,000 per month for maintenance and accommodation, or NZ\$400 per month if the accommodation has been prepaid.

You have the required funds in your account; however, I have noted a large deposit(s) has been made into your bank account and you have not sufficiently explained the source and history of this deposit(s). Therefore, I conclude that the claimed funds may not be genuinely available to you. As a result, I am not satisfied that you meet the requirements to be granted a Visitor Visa as per immigration instructions V2.1(b) and V2.20(a).

Sponsor does not meet requirements (V2.1(b))

Applicants for a Visitor Visa must meet the funds or sponsorship requirements, as per immigration instruction V2.1(b).

Where applicants are sponsored, the requirements as per immigration instructions V2.1(b), V2.20(b) and E6.5 must be met for a Visitor Visa to be granted.

Your sponsor does not meet our generic sponsorship requirements for an acceptable sponsor as per immigration instructions E6.5.

I have also considered if you can meet the funds requirements yourself, as per immigration instruction V2.20(a). Applicants must have genuinely available funds of at least NZ\$1,000 per month for maintenance and accommodation, or NZ\$400 per month if the accommodation has been prepaid.

After considering the information available to me, I am not satisfied that you meet the requirements to be granted a Visitor Visa as per immigration instructions V2.1(b), V2.20 and E6.5.

Sponsor has not provided the relevant sponsor form (E6.10)

Applicants for a Visitor Visa must meet the funds or sponsorship requirements, as per immigration instruction V2.1(b).

Where applicants are sponsored, the requirements as per immigration instructions V2.1(b), V2.20(b) and E6.5 must be met for a Visitor Visa to be granted.

Your sponsor does not meet our requirements as they have not provided a complete *Sponsorship Form for Temporary Entry (INZ 1025),* as per immigration instructions E6.10.

I have also considered if you can meet the funds requirements yourself, as per immigration instruction V2.20(a). Applicants must have genuinely available funds of at least NZ\$1,000 per month for maintenance and accommodation, or NZ\$400 per month if the accommodation has been prepaid.

After considering the information available to me, I am not satisfied that you meet the requirements to be granted a Visitor Visa, as per immigration instructions E6.10, E6.5, V2.1(b), and V2.20(b).

For future applications, this form and information on sponsorship is available on our website: www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/financial-arrangements/sponsorship/criteria-and-process-for-sponsors

Insufficient evidence you can leave New Zealand (V2.1 and V2.25)

Applicants for a Visitor Visa must have the means to leave New Zealand, as per immigration instruction V2.25.

After considering the information available to me, I am not satisfied that you have provided sufficient evidence that you have the means to leave New Zealand. As a result, I am not satisfied you meet the requirements to be granted a Visitor Visa as per immigration instructions V2.1(c) and V2.25.

[For blurbs below: Bona Fide Decline blurbs are only to be used after substantive instructions are assessed. Delete these instructions.]

Insufficient evidence of genuine intentions to visit New Zealand for a lawful purpose (V2.1 and E5)

Applicants for a Visitor Visa must be able to demonstrate they meet the bona fide requirements set out in immigration instruction E5, including that they genuinely intend to visit temporarily for a lawful purpose, as per immigration instructions V2.1(a)(ii) and V2.1.1.

After considering the information available to me, I am not satisfied that you have demonstrated you have genuine intent to come to New Zealand for a lawful purpose. As a result, I am not satisfied you meet the requirements to be granted a Visitor Visa as per immigration instructions V2.1(a)(ii) and E5.

Our website has information on the rules, evidence and assessment of genuine intentions to visit New Zealand: www.immigration.govt.nz/genuine-intentions

Insufficient evidence of ties to home country V2.1(a)(ii) and E5

Applicants for a Visitor Visa must be able to demonstrate they meet the bona fide requirements, including that they genuinely intend to visit temporarily for a lawful purpose, and are not likely to remain unlawfully or breach their visa conditions, as per immigration instruction V2.1(a)(ii).

In making my decision, I must consider your personal circumstances. This includes any personal, family, financial, employment or other commitments in your home country and New Zealand, and any circumstances that may discourage you from returning to your home country when your visa expires, as per immigration instruction E5.10(a)(iv)).

After considering the information available to me, I am not satisfied that your personal circumstances demonstrate sufficient ties to your home country. Taking this into account, along with other relevant information, I am not satisfied that you meet the requirements to be granted a Visitor Visa, as per immigration instructions V2.1(a)(ii) and E5.10(a)(iv)).

Our website has information on the rules, evidence and assessment of genuine intentions to visit New Zealand: www.immigration.govt.nz/genuine-intentions

Likely to breach visa conditions (V2.1 and E5)

Applicants for a Visitor Visa must be able to demonstrate they meet the bona fide requirements, including that they are not likely to remain unlawfully or breach their visa conditions, as per immigration instruction V2.1(a)(ii).

Immigration instruction E5.1(b) states that a bona fide applicant is one who, in the opinion of an immigration officer, is not likely to:

- remain in New Zealand unlawfully, or
- breach the conditions of their visa, or
- be unable to leave or be deported from New Zealand.

Instruction E5.10 lists what I need to take into account to determine whether an applicant is a bona fide applicant.

After considering the information available to me, I have determined that you are likely to remain unlawfully, possibly breach your visa conditions, or be unable to leave New Zealand. As a result, I am not satisfied that you meet the requirements to be granted a Visitor Visa as per immigration instructions V2.1(a)(ii) and E5.

Our website has information on the rules, evidence and assessment of genuine intentions to visit New Zealand: www.immigration.govt.nz/genuine-intentions

[End of standardised responses. Ensure you have deleted all irrelevant standardised responses. Delete these instructions.]

I have considered if requiring a bond or granting a limited visa would lessen our concerns or if there are any special circumstances to justify an exception to immigration instructions, but can find no reason for any of these.

[Use the following if there is an outstanding medical referral in progress and the applicant's medical certificate is less than three months old. Delete these instructions.]

Please note that due to the outcome of this application our assessment of your medical certificate has not been completed and will not progress further at this stage.

If you choose to reapply in the future, the medical certificate you submitted with this application will only be valid if it is less than three months old at the time you reapply. If this is the case, further assessment of your medical certificate will take place when you reapply. If your medical certificate is more than three months old when you reapply you will be required to submit a new medical certificate.

[Use the following if there is an outstanding medical referral in progress and the applicant's medical certificate is more than three months old. Delete these instructions.]

Please note that due to the outcome of this application our assessment of your medical certificate has not been completed and will not progress further.

As the certificate submitted with this application is now more than three months old you will need to submit a new medical certificate with your application if you choose to reapply in the future.

[Use the following section if you are declining a visa ONSHORE. Delete these instructions]

Requesting reconsideration of this decision

You may be able to request reconsideration of this decision. To do so, you must meet **all** of the following criteria:

- Be lawfully in New Zealand
- Make the request in writing
- Submit your passport or certificate of identity
- Pay the reconsideration application fee
- Make the request no later than 14 days after the date you received notice of our decision to decline your application.

[Use the following section if you are declining a visa ONSHORE. Delete these instructions]

Liability for deportation and appeal rights

[Use the next paragraph if the applicant had a valid interim visa when you declined the application. Delete these instructions.]

You were granted an interim visa while awaiting a decision on your visitor visa application. The expiry date of your interim visa is [Permit Expiry Date]. If you remain in New Zealand after your visa expires, you will be unlawfully in New Zealand and will be liable for deportation. If this happens, your unlawfulness and liability for deportation will begin on the second day after the expiry date of your interim visa.

If you do not leave voluntarily before you are served with a deportation order, you may be prohibited from returning to New Zealand in the future.

[Use the next paragraph if the applicant had an interim visa which expired before you declined the application. Delete these instructions.]

You were granted an interim visa while awaiting a decision on your visitor visa application. The expiry date of your interim visa was **[ENTER THE EXPIRY DATE OF MOST RECENT INTERIM VISA]**. On the second day after this expiry date you became unlawful in New Zealand and liable for deportation. You must arrange to leave New Zealand immediately.

If you do not leave voluntarily before you are served with a deportation order, you may be prohibited from returning to New Zealand in the future.

[Use the next paragraph if the applicant still holds a valid temporary visa. Delete these instructions.]

The expiry date of your current visa is [Permit Expiry Date]. If you are not eligible for a further temporary visa, you should arrange to leave New Zealand before your visa expires.

If you are not granted a further visa, and remain in New Zealand after your current visa expires, you will be unlawfully in New Zealand and will be liable for deportation. If this happens, your unlawfulness and liability for deportation will begin on the second day after the expiry date of your visa

[Use the next paragraph if the applicant's temporary visa expired and they were NOT granted an interim visa. Delete these instructions.]

The expiry date of your most recent visa was **[ENTER THE EXPIRY DATE OF MOST RECENT VISA]**. On the second day after this expiry date you became unlawful in New Zealand and liable for deportation. You must arrange to leave New Zealand immediately.

If you do not leave voluntarily before you are served with a deportation order, you may be prohibited from returning to New Zealand in the future.

[Use the following section if you are declining a visa ONSHORE. Delete these instructions.]

If you do not request reconsideration of our decision to decline you a visa, you may appeal against your liability for deportation on humanitarian grounds no later than 42 days after first becoming unlawfully in New Zealand.

If you do request reconsideration of our decision to decline you a visa, you may appeal against your liability for deportation on humanitarian grounds up to the later of either:

- 42 days after first being unlawfully in New Zealand, or
- 42 days after receiving the decision to decline your reconsideration request (if your request is declined)

More information on how to appeal to the Immigration and Protection Tribunal is available at https://www.justice.govt.nz/tribunals/immigration/

[Use the following section if you are declining a visa OFFSHORE. Delete these instructions]

Requesting a Reconsideration

There is no right of appeal or reconsideration against a decision on a temporary entry class visa application made outside of New Zealand.

If you have new information that has not been considered by INZ, you can submit a further application. This would be considered on its merits and would need to show that you meet all relevant New Zealand government immigration instructions.

[Use the following section if you are returning documents to the applicant. Delete these instructions.]

Your documents

We are returning the following documents with this letter:

[list documents]

Contact us

You can find more information about visas on our website:

www.immigration.govt.nz

If you have specific questions about your visa status, please call our Immigration contact centre on:

- 0508 55 88 55 or 09 914 4100 if you are in New Zealand
- 64 9 914 4100 if you are outside of New Zealand.

You will need to tell us your application and client numbers (see the top of this letter). Please be ready to quote these when you phone.

Ngā mihi,

[Case Manager Name] [Case Manager Designation] Immigration New Zealand

