MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

27 February 2026

Tēnā koe

Official Information Act request

Thank you for your email of 10 January 2026, requesting a divisional breakdown of expenditure, including International Services, and procedures for overseas pension applications.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

1. *A report extracted from the accounting software used to manage the Ministry's expenditure at a divisional level that provides a breakdown of the total cost for each division within the Ministry. Please ensure the total cost includes personnel costs including contractors and consultants, as well as sensitive expenditure including travel, expenditure on services, and other costs that are ordinarily attributable to each division. Please ensure the International Services division is included in the report.*

In order to provide you with this information, the Ministry would need to divert personnel from their core duties and allocate extra time to complete this task. The diversion of these resources would impair the Ministry's ability to continue standard operations and would be an inefficient use of the Ministry's resources. As such, your request is refused under section 18(f) of the Act, as it requires substantial collation. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

However, the Ministry is able to provide specific financial reporting for the Specialised Processing Services team or a wider view of the Centralised Services Wellington business unit. Please note that this would be treated as a new official information request.

Also, you can find a high level overview of Ministry expenditure contained with the Annual Report 2025 linked here: www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/corporate/annual-report/2025/msd-annual-report-2025.pdf

2. *A report extracted from your Human Resources management software that provides a divisional breakdown for total headcount (not FTE) across all divisions within the Ministry. Please ensure the International Services division is included in the report.*

Please refer to the below **Appendix** for headcount data for the Ministry.

As the Ministry advised you on 9 February 2026, the Ministry does not have a specific team called International Services. The Ministry can instead advise that the headcount for processing officers in the Specialised Processing Service within Centralised Services business group is 77 and the headcount for the Senior Services Group within Centralised Services is 169.

3. *Official Information that outlines the procedures that precede an outbound call from MSD being made to a pensioner to request them to apply for any overseas pensions they may be eligible for.*

The Ministry may contact a client via an outbound call when they have been requested to apply for an overseas pension that they may be eligible to receive. When the Ministry requests a client to apply for their potential overseas pension in accordance with sections 173 to 176 of the Social Security Act (SSA) 2018, the Ministry will initially send a client this request in writing with any applicable documents. This includes a notice period during which a client must take the necessary steps to obtain an overseas pension they may be entitled to. If this request is not met in the original time period specified, then the client is issued a reminder letter with an updated due date.

Clients being tested for their potential overseas pension entitlement may receive an outbound call from the Ministry for the following reasons:

- To confirm their up-to-date contact details if correspondence if unable to be delivered/keeps being returned.
- When the Ministry needs to request and amend answers to incomplete applications.
- When the Ministry follows up with a client to discuss their personal situation and provide assistance if a client has been issued multiple reminders letters and has yet to meet the Ministry’s request.
- In order to give a client notice of their New Zealand Superannuation being affected under section 176 of the SSA 2018 if they fail to comply with the Ministry’s notice under section 174-175 of the SSA 2018 and have not taken reasonable measures to meet the Ministry’s request.
- In order to follow up on an existing application made by a client to an overseas agency to confirm whether the client has received any correspondence/outcome from said overseas agency.
- In cases where a client has requested a phone call from the Ministry.

I have also attached the following documents from the Ministry’s ‘Know it all’ knowledge base which detail the procedures followed prior to the Ministry making an outbound call in the situations outlined above:

- Follow ups – Know it all
    - Please note that some information has been withheld under section 9(2)(k) of the Act, in order to prevent the disclosure or use of official information for improper gain or improper advantage.
- Returned Mail – Know it all
- Cancellations – Know it all
- Suspensions – Know it all
- Third Final Reminder – Know it all

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, 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 or 0800 802 602.

Ngā mihi nui

pp.

Anna Graham
General Manager
Ministerial and Executive Services

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Appendix: **Headcount data for the Ministry of Social Development**

Business Group (Label)	Branch (Label)	Directorate (Label)	Count of Employee Number
CEO Office	**Office of the CE**	Office of the CE	7
Disability Support Services	**Disability Support Services Operations**	Business Support	17
		Commissioning and Funding	35
		Design, Delivery and Data	91
		Forensics Team	1
		Office of the Associate DCE Disability Support Services	2
		Quality Assurance and Improvement	18
		Shared Services	3
	Disability Support Services Task Force	Future Design Workstream	2
		Office of the Programme Director	3
		Policy and Data Workstream	13
		Programme Management Office	6
	DSS Policy	DSS Policy	3

	Office of the DCE Disability Support Services	Office of the DCE Disability Support Services	2
Māori Communities and Partnerships	**Māori Partnerships and Programmes**	Māori Partnerships and Programmes	43
	Ministry of Youth Development	Ministry of Youth Development	18
	Office of the DCE	GGM Community Partnerships and Programmes	2
		Office of the DCE	6
	Pacific and Community Capability Programmes	Pacific and Community Capability Programmes	20
	Safe Strong Families and Communities	Safe Strong Families and Communities	50
	Services and Contract Management	Service and Contract Management	81
Organisational Assurance and Communication	**Communications and Engagement**	Corporate Communications	11
		GM Communications and Engagement	5
		Media and Social Media	7
	Health Safety and Security	GM Health Safety and Security	1
		HSS Operations	7
		HSS Strategy and Risk	8
		HSS Technical Advisory	8
	Information, Privacy and Security	GM Information, Privacy and Security	9
		Policy, Capability and Operations	16

		Strategy, Performance and Assurance	17
		Technology Security and Identity	22
	Information, Security and Identity	GM Information	1
		Technology Security and Identity	1
	Ministerial and Executive Services	Complaints Management Insights and Improvements	8
		GM Ministerial and Executive Services	2
		Governance and Ministerial Services	23
		Official and Parliamentary Information	13
	MSD Legal	Chief Legal	5
		Legal Advisory	20
		Legal National Office	1
		Legal Regional	22
		Legal Support	2
		Litigation	9
	Office of the DCE Organisational Assurance and Communication	Office of the DCE	3
	Social Services Accreditation	GM Social Services Accreditation	2
		SSA Approvals	83

	Workplace Integrity	GM Workplace Integrity	2
		Integrity Services	7
		Internal Integrity	9
		Risk and Assurance	4
People and Capability	**Commercial Operations**	Corporate Portfolio	14
		Financial Operations	30
		GGM Commercial Operations	5
		Procurement and Commercial Services	23
		Workplace Services	41
	Historic Claims	Claims Management	64
		GM Historic Claims	2
		Information Coordination	36
		Manager Historic Claims 1	5
		Manager Historic Claims 2	14
		Strategy and Planning	14
	Improvement Systems and Technology	Architecture & Emerging Technology	21
		IST Leadership Team	9
		Platform Delivery	23
		Practice and Capability	151
		Technology Delivery	32

		Technology Performance Policy and Risk	3
		Technology Shared Services	153
		Technology Supplier Relationships	4
	Office of the DCE People and Capability	Office of the DCE	4
	People	ER, Advisory and Remuneration	28
		Group GM People	3
		HR Operations	64
		Organisational Development and Learning	37
		Workforce Design and Partnering	16
Policy	**Child Wellbeing and Poverty Reduction Group**	Child Wellbeing and Poverty Reduction	8
	Housing Employment and Labour Market	Employment	6
		GM Housing Employment and Labour Market	6
		Housing	9
		Labour Market	6
	International Disability and Generational	Child and Youth	6
		Disability	10
		GM International Disability and Generational	6

		International	6
		Office for Seniors	9
		Older Peoples	5
	Office of the DCE Policy	Office of the DCE	3
		(blank)	1
	Regional Social and Inquiries	GM Regional Social and Inquiries	4
		Policy Office and Regional System Leadership	8
		Regional and Communities	5
		Social Impact	4
		Strategy and Inquiries	6
	Welfare System and Income Support	GM Welfare System and Income Support	4
		Income Support 1	7
		Income Support 2	8
		Welfare System	7
Service Delivery	**Client Service Delivery**	Client Service Delivery	115
		Industry Partnerships	13
		Service Delivery Operations	3543
	Client Service Support	Centralised Services	1114
		Client Service Support National Office	7
		Contact Centre and Digital Services	1251

		GGM Client Service Support	2
		Integrity and Debt	397
		Youth Services	28
	DCE's Office Service Delivery	DCE's Office Service Delivery	19
		Emergency Management Business Continuity	5
	Employment	Employment	88
	Enablement	Business Enterprise Support Services	36
		Client and Channel Experience	8
		GGM Enablement	4
		Housing	5
		Learning and Continuous Improvement	358
		Planning and Analysis	31
		System Improvement	20
	Future Services	Future Services	15
	Service Delivery Communications	Service Delivery Communications	26
	Service Improvement and Delivery	Service Improvement and Delivery	136
	System Performance and Improvement	Learning and Continuous Improvement	3
Strategy and Insights		DMaID Operations	46

	Data Management and Information Delivery	GM Data Management and Information Delivery	3
		Information Architecture	1
		Programme Management	1
	Evidence and Effectiveness	GM Evidence and Effectiveness	2
	Finance	Business Partnering	17
		Finance Disability Support Services	5
		Financial Controls, Reporting and Systems	23
		GGM Finance and CFO	3
		Strategic Finance	9
	Insights	Client and Business Intelligence	1
		Data Strategy and Operational Products	25
		Evidence and Effectiveness	32
		GGM Office	2
		GM Insights	6
		Performance and Reporting	27
		System Performance	17
	Office of the DCE Strategy and Insights	Office of the DCE	7
	Performance and Reporting	Monitoring and Analysis	2
	Strategic Issues and Investment	Strategic Issues and Investment	1

	Strategy, Investment and Organisational Performance	Budget and Crown Entities	2
		Governance and Accountability	2
		Strategy and Performance	2
		Strategy, Investment and Organisational Performance	15
Transformation	**Enterprise Design**	Future Services	7
		Service Experience Design	5
		Systems Improvement	8
		Transformation Leadership Team	1
	Integrated Delivery	Business Readiness & Change Implementation	2
		Delivery	9
		Delivery Office	11
		Digital Employment	7
	Office of the DCE Transformation	Office of the DCE Transformation	3
	Strategic Programmes	Communications & Engagement	5
		Enterprise Portfolio Office	14
		Finance	2
		Programme Strategy & Performance	4
		Strategic Programme	3
		Supplier Management	1

		Transformation Programme Office	4
Grand Total			**9242**

14. Cancellations

Cancelling a client's payments will be the last step we take if they have failed to meet their obligations of applying for an overseas pension or providing verification of an outcome to their OSP application (under SSA 2018).

At the Cancellation stage the client would have been sent a Suspension letter informing them that a cancellation would take place, 40 working days after suspension - IF they don't return the completed application, an outcome to their OSP application or make reasonable contact with us about the process.

Note! After payments are cancelled, clients will need to reapply for their benefit or superannuation. Payments should *only* be reinstated from when they satisfy us that they have taken reasonable steps to apply for their OSP.

We should always consider the following before cancelling a payment:

- ✓ Has the client taken reasonable steps to apply?
- ✓ Has the client been in contact with us since their payments were suspended?
- ✓ Are there any extenuating circumstances we must consider? E.g. Illness, Bereavement, Overseas travel, Hardship etc.
- ✓ Have we called the client to assist with the application process or explain the requirement to apply?
- ✓ Do we have the client's up to date contact details?

If you are uncertain about continuing with the Cancellation, always discuss with your SM.

Quick Links

Cancellation MEMO.docx

Suspension process guide

The Cancellation Process

1. Call the client

Inform them of the cancellation and what will need to happen should they want to reapply for their Benefit or Superannuation.

This is a very important step, the outcome of the conversation will dictate whether you go ahead with the cancellation.

- If there is no answer – leave a general message. You are XX calling from the Ministry, please call us on 0800 777 227 to discuss your payments.
- If based on the conversation a cancellation shouldn't be actioned yet, give the client more time and follow up.

If the cancellation is going ahead, go to step 2.

2. Cancellation Memo

Complete the cancellation memo.

- You'll find the memo in the BAU folder or see Quick Links above.

Complete the client details, the country/countries we were Testing and note the details of your call. Check your checklist.

Attach the client's suspension memo (you will find this in the Suspension folder).

- The Suspension memo lists our interactions with the client and what led to the eventual Suspension and Cancellation.

The memo will need to be signed by an SM before you complete the cancellation action.

3. Cancellation Action

Before we cancel a client's payments, we need to ensure they have been suspended first and that 40 working days has passed. We cannot cancel if it's less than 40 working days after suspension.

Please ensure the client is in district 097 before cancelling.

Here is the cancellation process for a client in SWIFTT:

- SBFTZ
- Date received: enter today's date
- Effective date: enter the cancellation date which will be the same as the suspension date
- Reason code: enter 554
- Terminal benefit: 'N'
- Comment: enter "can under S176 SSAA2018"
- Press Enter

SSTAI should now say the client has been cancelled from the date of suspension. You will now need to write to the client to advise this.

4. Letter

We will send the client a letter and/or email to inform them of the Cancellation. You will find the template letter in the BAU 2.0/3

Copy the template and send the letter via ECS in CMS

- Sending the letter through ECS will keep a record and copy of the letter.

It is important that we notify the client of the cancellation action and their rights to review.

5. T2 and CMS must view note

T2 – Exclude the client from the Testing process

CMS – add a MVN note:

If the client wants to reapply for NZ Superannuation / Benefit payments it should only be reinstated from when they satisfy us that they have taken reasonable steps to apply for the <COUNTRY> pension or provide an outcome to their OSP application. Please contact the Testing team before re-granting SPS_Testing_Team@msd.govt.nz or Ext. 23415

6. CMS notes

NZ Superannuation / Benefit Cancelled – client failed to apply for a COUNTRY pension

The client has not returned the completed overseas pension application and failed to meet their obligations under Section 173-176 of the Social Security Act of 2018.

We initially started Testing the client for an OSP on <Initial testing date>

40 working days has passed since the Suspension date

Called the client to inform of Cancellation and Review Rights / Message left advising the client to call the 0800 number re payments

Cancellation actioned – effective from <DATE>

Letter sent via ECS – with Review rights provided

Memos saved in digital archive

T2 updated

Receiving a 3rd Country Pension into SBO?

If the client is receiving a pension from a 3rd country, check if the pension is being paid into SBO or is the client receiving it directly. Check SOPHI

- If DPM - you don't need to do anything further.

- If SBO - create a CMS event for Seniors / Change of Circumstances / International - Overseas Payment Method Transfer - Other Country
  - Subject: NZ Super has been cancelled - receiving payments via SBO
  - Note: NZ Super has been cancelled because the client failed to meet their obligations under Section 173-176 of the Social Security Act of 2018. Please refer to the Testing note. The client is receiving a pension from COUNTRY into SBO, please take any necessary actions.
- Leave the event open for the Maintenance team to process.

Already granted an OSP but not deducted?

If you ascertain that the client has already been granted an OSP before they were initially Suspended but never provided us with verification - we *have* to tell them to provide verification to us. The Commencement (UK) team will follow up with the client and assess if a debt will be established.

- create a CMS event for Seniors / Change of Circumstances / International - Overseas Pension Details - DPM
    - Subject: NZ Super cancelled, due to OSP Testing - Client receiving OSP
    - Note: NZ Super has been cancelled because the client failed to meet their obligations under Section 173-176 of the Social Security Act of 2018. Please refer to the Testing note. The client is receiving a pension from COUNTRY but did not advise us or provide verification. We have asked the client to provide verification of OSP

      Please follow up and establish a debt if necessary.

10. Follow-ups

Australia - OLD

AUS – AAP application Follow Up and Service Decision process

6-month Follow Up process

- Check CMS for any updated notes indicating whether the AAP application has been processed by CLK and the IS CICs team have received an outcome.
  - If there was an outcome and they failed to update T2, please action and update T2 accordingly. Add a testing note to confirm completion and your actions.
- If there are no new notes since the application was completed. You will have to call CLK for an update. CLK will often contact the client directly for more info and not issue a SD to us **OR** CLK could have received the information, missed it and/or failed to process it. By calling CLK we can determine if the claim has been closed or whether more info is required by them.

Calling Centrelink

The number for Centrelink is 0800 441 248 (*Australia is 2 hours behind our time so their phones open 10am NZ time)*

- s9(2)(k) [redacted]
- Provide the client's CRN, if available, you can check SOPHI, if the client was previously granted AAP. You can do this by selecting the record number to action and typing INQ in the action field. If there is no CRN for the client, provide the full name and DOB to the Centrelink CSR.

Outcome of call

- If CLK confirms that client's claim is declined due to insufficient residency, update T2 as decline and leave a note

Note

T2 Australian Age Pension six month follow up excluded, Centrelink confirmation
Called Centrelink, and they confirmed the client's application has been declined due to insufficient residency. Excluded on T2, NFA.

- If CLK confirms that the claim has been declined due to income/assets, updated T2 to deferred and leave a note

Note

T2 Australian Age Pension six month follow up: deferred, Centrelink confirmation
Called Centrelink, and they confirmed that the client is over the income / asset threshold, meaning their application was rejected. Therefore, I have deferred their testing until DATE.

- If CLK confirms that the claim is still "In progress" and there is no outcome yet, make sure to ask if there are any additional information they are waiting for from the client.
  - If *No*, you can update the T2 NAD for 3 months and add CMS notes.

    Note

T2 Australian Age Pension six month follow up:, Centrelink confirmed they're still processing AAP
Called Centrelink, and they confirmed the client provided the information and they are still processing their application. T2 updated. NAD: three months **CRN:**

  - If *Yes*, follow the Service Decision process, **Section 1**.
- If CLK confirms that the claim has been Rejected, they contacted the client for more info, but no response.
  - If they allow a further 13-weeks, follow the Service Decision process, **Section 1**.
  - If the claim has been declined and the client will have to reapply, ask CLK to send a SD asap and follow the Service Decision process, **Section 2**.

Service Decisions

There are two types of SD's we receive from Centrelink (CLK). The SD will always indicate that the AAP claim has been Rejected, but we need to determine whether the client will need to provide more information within the given timeframe *OR* if it's the final outcome.

1. The client is required to provide more or updated information/verification to CLK within a 13-week period.
2. The client failed to respond to their request for more information and the claim has been rejected. The client will be required to reapply.

Section 1 - Claim Rejected/More Information needed within 13 weeks

(a) When a Service Decision is received where a client's claim has been rejected and they require more information in order to process the claim we need to contact the client to request they provide the required information

- If the SD already has all the details including the due date, you do not need to call CLK.
- If the SD does not have all the details you need to call CLK to get the information to relay to the client.
  - Provide the client's CRN – this will be on the Service Decision, or you can find it in SOPHI, if the client was previously granted AAP. If there isn't a CRN for the client, provide the full name and DOB to the CSR.
  - Ask the Centrelink CSR to outline all of the extra information/verification they require from the client.
  - Did they issue a letter to the client asking for the information? When? (Get the date of the letter) and confirm if they have the correct contact details for the client.
  - Ask for the cut-off/due date.

We will call the client and write a letter and an email outlining all the requested information/verification CLK has asked for and provide them with a due date. Use the following letter;

CLK Service Decision - Initial SD More Info requested.doc

Leave a detailed note in CMS and update T2

- In T2, go to **Edit pensioner details** – remove the 'Sent to testing agency' date.
- Extend the next action date to 4 weeks *before* the due date CLK provided.
- The T2 status should be 'Complete'

'AUS Complete Follow Up'

(b) We follow up with the client 4 weeks *before* the CLK due date.

The reason we will follow up with the client 4 weeks before the due date, is to prevent the AAP being rejected and having to ask the client to re-apply and redo the application.

- Check if we have received any contact from the client.
- If the client didn't send the information/verification to us to forward to CLK, we will call the client to follow up. Has the client sent the info directly to CLK? If so, when? Inform the client we will follow up with CLK to determine if they have received the information.

If at least 2 weeks have passed since the client posted the information to CLK, we can call CLK to confirm whether they received the information.

- If the information has been received, but not processed yet. Ask them to send a Service Decision to us once processed so that we can follow up on it immediately.
- Leave a detailed CMS note, outlining the conversation with the client and CLK. Update T2 with the next action. The new status will be 'With overseas agency'

If at least 2 weeks have not passed or CLK have not received the information yet

- Extend T2 for another week or 2 and make detailed CMS notes outlining the conversations with the client and CLK. Doing this will make the next follow up straight forward.
- When the client comes up for a follow up again, you just need to call CLK to confirm receipt of info. Follow the same steps as outlined above.

If the client has not provided/posted the information to CLK or us OR the client refuses to provide the information

- Inform the client that they have 4 weeks or less to get the information to CLK. Explain what will happen if the info is not provided in time i.e., *Redo the AAP application form and their NZ Super payments may be suspended until they complete or redo the process.*
- If they need more time, they will need to arrange this with CLK themselves and they will need to let us know what the extended date is that CLK gave them.
- If they *refuse* to provide the information to CLK, inform the client we will action a Suspension and only resume once CLK confirms receipt of the information.
- Issue the client with a Final Reminder letter. Use the following letter;

    CLK Service Decision - FINAL REMINDER More Info requested.doc

- Update T2 Next Action date: *the CLK 13-week due date.*

When the client comes back to us and confirms they have posted the info to CLK, follow up with CLK and update T2 accordingly.

Section 2 - Claim rejected/Declined – Client failed to provide the requested information to CLK or not provided in time.

(a) When a claim has been rejected because the client failed to provide the requested info to CLK, we still need to follow up with CLK. CLK will often contact the client directly for more info and not issue a SD to us **OR** CLK could have received the information, missed it and/or failed to process it. By calling CLK we can determine if the claim has been closed or whether they will allow more time.

1. If they allow more time – follow the steps from section 1.
2. If CLK missed the information the client provided OR failed to inform the client more info was needed, we will insist that they re-open the claim to re-assess due to their error and ask them to send an updated SD.
    - Make detailed CMS notes and extend the T2 next action date for 2 weeks so that we can call CLK again to ensure they are going to re-open the claim. We will do this follow up until they confirm it has been done.
3. If the claim has been closed the client will need to re-apply for the AAP.

Retesting AAP

(3) Once you've called CLK and confirmed that the claim has had a final rejection – be sure to ask *whether the client failed to respond* or *whether the info provided was outside of the allowed 13 weeks*. This will determine the option in the letter we send the client.

- If the client has failed to meet their obligation in providing the requested info to assess entitlement, we will action a Suspension.

Suspension

Follow the Suspension process (FAD will be determined by the SM).

- Complete the manual Suspension memo (Refer to the Suspension process)
- Make clear CMS notes and **update T2**
    - In T2, go to **Edit pensioner details** – remove the 'Sent to testing agency', 'Pack complete' and 'Pack received' dates
    - Update the Reminder 1, Rem 2, Rem 3 call, Rem 3 sent, Suspension letter sent and Suspended dates by clicking on the 'Now' button.
    - Change the 'Next action due' date to T2 cancellation date (as per the Suspension process) and click on the Update Pensioner button.
- The client's T2 status will now be suspended.

Send a letter and email using the following template

  Suspension letter - AAP DECLINE info not provided to CLK.doc

When the client returns the completed AAP application plus the info CLK requested (you will need to make sure that you check the notes for the extra info they needed), we can resume the NS payments.

Clients that fall under the Old AUS Follow up and SD process

Clients that had a SD for more info some time ago, where we issued a letter asking the client to contact CLK - *If there was no further follow up from us* and no further CMS notes indicating an outcome from CLK or contact from the client, these clients will most likely have to reapply for the AAP.

- We will have to call CLK to confirm the status of the application and if there was a final Rejection/Decline, we will ask CLK to issue a SD to verify.
- We will *not* suspend these clients, instead we will Reset the Testing process and send them a letter and new pack. Use the following letter;

    AAP Client never responded (Reset and new pack).doc

Note

T2 Australian Age Pension six month follow up: restarted testing, Centrelink confirmation
Called Centrelink, and they confirmed the client failed to reply to correspondence, meaning their application was rejected. As this was more than 13 weeks ago, the client will need to reapply. Therefore, we are retesting them. T2 reset, manual letter sent. Return date of **DATE3w**. **CRN:**

Older AAP follow ups, with no SD received from CLK or any update in CMS, will most likely have been lost or never processed by CLK. In these circumstances we will Call CLK to get an update, same as you would for any other claim or follow up. Between 08/2020 and 05 /2021, a number of AUS claims were delivered to CLK but went missing. Not all of these 'misplaced' apps have been found.

- If CLK advises they never received an application for the client, it could be one of the apps that is missing/misplaced. We will have to reset the Testing process and send a letter and new pack to the client. Use the following letter;

    AAP - retest, Centrelink LOST initial application.doc

Note

T2 Australian Age Pension six month follow up: restarted testing, Centrelink lost application
Called Centrelink, and they confirmed they never received client's application. Therefore, we are retesting them. T2 reset, manual letter sent. Return date of **DATE3w**. CRN:

- If CLK received the claim but it was never processed (some cases were accidently closed off when scanned and never actioned). We will insist that the claim gets opened and processed urgently and for CLK to send any SD's to us with an outcome or if more info is needed. T2 should be extended for 1 month only, so that we can follow up with CLK again to ensure the claim is being looked at.

Australia - new process

AUS – AAP application Follow Up and Service Decision process (New Process - Still being reviewed & completed - red = irrelevant at this time)

6-month Follow Up process

- Check CMS for any updated notes indicating whether the AAP application has been processed by CLK and the IS CICs team have received an outcome.
    - If there was an outcome and they failed to update T2, please action and update T2 accordingly. Add a testing note to confirm completion and your actions.
- If there are no new notes since the application was completed and no further correspondence from the client on the matter, You will have to send a liaison via Liquid Office to CLK for an update. CLK will often contact the client directly for more info and not issue a SD to us **OR** CLK could have received the information, missed it and/or failed to process it. By sending a liaison via Liquid Office to CLK we can determine if the claim has been closed or whether more info is required by them without having to wait on call to Centrelink.

if you need assistance with Liquid Office you can find a how-to guide here

Liquid Of...guide.pdf

Sending a Liaison to Centrelink

You can find the link to access Liquid Office Here.

Please be aware that if you do not have your login details you will need to contact your manager for assistance.

- Whilst creating your liaison be sure to include all relevant information / complete all necessary fields
- Provide the client's CRN, if available, you can check SOPHI, if the client was previously granted AAP. You can do this by selecting the record number to action and typing INQ in the action field. If there is no CRN for the client, then ensure you provide all relevant information to Centrelink in your liaison.

An example of the paragraph you detail in the additional information section:

> *Client has previously applied for the Australian Age Pension on xx/xx/xx. We are enquiring after this previous application.*
>
> *Please advise the outcome of the client's application for the Australian Age Pension. If the client's claim has been approved advise the gross and net rates of any payments the client is receiving. If the client's claim has been rejected, please provide sufficient information on what is required & the deadline these are required by so we may assist client with meeting your request. If the client's claim has been declined, advise the reason(s) why.*
>
> Once you've submitted a liaison via Liquid Office and leave a note

Note

T2 Australian Age Pension six month follow up - Liaison sent to CLK via Liquid Office
Client came up in the system for a follow up. No correspondence from client received & Centrelink has not provided a response/outcome of their OSP application. Liaison sent via Liquid Office requesting an outcome to their application. <insert_note_ID_here>   ECS/Manual letter sent to client T2 Updated NAD:

- If this is our first follow up and we have never received an update since we initially sent client's application to Centrelink: T2 updated to pack complete, extended 3 months
- If we have followed up before, or if client has provided requested information in the past: T2 updated to complete, extended 3 months
- If Centrelink responds that they are still working on client's application: Extend T2 follow up for 6 months (client should remain on pack complete)

<u>Service Decisions</u> There are two types of SD's we receive from Centrelink (CLK). The SD will always indicate that the AAP claim has been Rejected, but we need to determine whether the client will need to provide more information within the given timeframe *OR* if it's the final outcome. 1. The client is required to provide more or updated information/verification to CLK within a 13-week period. 2. The client failed to respond to their request for more information and the claim has been rejected. The client will be required to reapply.

Section 1 - Claim Rejected/More Information needed within 13 weeks

(a) When a Service Decision is received where a client's claim has been rejected and they require more information in order to process the claim we need to contact the client to request they provide the required information.

If the SD already has all the details including the due date:

- You do not need send a liaison to CLK.

we will call the client and write a letter and an email outlining all the requested information/verification CLK has asked for and provide them with a due date. Use the following letter;

CLK Service Decision - Initial SD More Info requested.doc

Leave a detailed note in CMS and update T2

- In T2, go to **Edit pensioner details** – remove the 'Sent to testing agency' date.
- Extend the next action date to 4 weeks *before* the deadline provided by CLK.
- The T2 status should be 'Complete'

Note

T2 Australian Age Pension -SD received: Centrelink are requesting more info from client
Centrelink provided a Service Decision for client's claim. Client needs to provide the following information for their claim: <insert_list_here> ECS/Manual letter sent to client. T2 updated. NAD: **CRN:**

If the SD does not have sufficient details:

- You need to send a liaison to CLK so we can get the required information to relay to the client.
- Information required on the liaison:
  - Provide the client's general information and their CRN – this will be on the Service Decision, or you can find it in SOPHI if the client was previously granted AAP.
  - Ask CLK to clearly outline all of the extra information/verification they require from the client.
  - Ask CLK if they issued a letter to the client asking for the information? If so, when? Ensure you enter the current contact details on CMS so CLK can also confirm whether they have the correct contact details for the client.
  - Ask for the cut-off/due date.

An example of the paragraph you would write could be:

We received your Service Decision dated xx/xx/xx regarding <client>'s application, and are requesting more information so we can assist client in completing their claim. Could you please provide more detail on the remaining information/documentation required to complete their claim. Additionally, if you issued a letter to the client, when was this done? Finally, could you please provide the cut-off/due date the client needs to provide the information by.

Thank you.

Once we receive an outcome (typically within three - six weeks) we will call the client and write a letter and an email outlining all the requested information/verification CLK has asked for and provide them with a due date. Use the following letter;

CLK Service Decision - Initial SD More Info requested.doc

Leave a detailed note in CMS and update T2

- In T2, go to **Edit pensioner details** – remove the ‘Sent to testing agency’ date.
- Extend the next action date to 6 weeks *after* the date you sent the liaison.
- The T2 status should be ‘Complete’

Note

T2 Australian Age Pension -SD received: Liaison sent to Centrelink via Liquid Office for more info
Centrelink provided a Service Decision for client's claim. Client needs to provide more information/documentation for claim, however Centrelink has not properly outlined the information/documentation they require. Liaison sent to CLK via Liquid Office. <insert_note_ID_here> T2 updated. NAD: **CRN:**

If the client comes up on T2 after we sent the request for more info to CLK

- We may need to call CLK to confirm what information is needed from the client so that we can follow up on it immediately.
- Leave a detailed CMS note, outlining the conversation with the client and CLK. Update T2 with the next action. The new status will be ‘With overseas agency’

If we receive the required information from the client

- Forward the remaining documentation / information via Liquid office
- Leave a detailed CMS note, outlining the conversation with the client and CLK. Update T2 with the next action. The new status will be ‘With overseas agency’

'AUS Complete Follow Up'

(b) We follow up with the client 4 weeks *before* the CLK due date.

The reason we will follow up with the client 4 weeks before the due date, is to prevent the AAP being rejected and having to ask the client to re-apply and redo the application.

- Check if we have received any contact from the client.
- If the client didn't send the information/verification to us to forward to CLK, we will call the client to follow up. Has the client sent the info directly to CLK? If so, when? Inform the client we will follow up with CLK to determine if they have received the information.

<u>If at least 2 weeks have passed since the client posted the information to CLK, we can call CLK to confirm whether they received the information.</u>

- If the information has been received, but not processed yet. Ask them to send a Service Decision to us once processed so that we can follow up on it immediately.
- Leave a detailed CMS note, outlining the conversation with the client and CLK. Update T2 with the next action. The new status will be 'With overseas agency'

<u>If at least 2 weeks have not passed or CLK have not received the information yet</u>

- Extend T2 for another week or 2 and make detailed CMS notes outlining the conversations with the client and CLK. Doing this will make the next follow up straight forward.
- When the client comes up for a follow up again, you just need to call CLK to confirm receipt of info. Follow the same steps as outlined above.

<u>If the client has not provided/posted the information to CLK or us OR the client refuses to provide the information</u>

- Inform the client that they have 4 weeks or less to get the information to CLK. Explain what will happen if the info is not provided in time i.e., *Redo the AAP application form and their NZ Super payments may be suspended until they complete or redo the process.*
- If they need more time, they will need to arrange this with CLK themselves and they will need to let us know what the extended date is that CLK gave them.
- If they *refuse* to provide the information to CLK, inform the client we will action a Suspension and only resume once CLK confirms receipt of the information.
- Issue the client with a Final Reminder letter. Use the following letter;

  CLK Service Decision - FINAL REMINDER More Info requested.doc

- Update T2 Next Action date: *the CLK 13-week due date.*

When the client comes back to us and confirms they have posted the info to CLK, follow up with CLK and update T2 accordingly.
Section 2 - Claim rejected/Declined – Client failed to provide the requested information to CLK or not provided in time.
(a) When a claim has been rejected because the client failed to provide the requested info to CLK, <u>we still need to follow up with CLK</u>. CLK will often contact the client directly for more info and not issue a SD to us **OR** CLK could have received the information, missed it and/or failed to process it. By calling CLK we can determine if the claim has been closed or whether they will allow more time.

1. If they allow more time – follow the steps from section 1.
2. If CLK missed the information the client provided OR failed to inform the client more info was needed, we will insist that they re-open the claim to re-assess due to their error and ask them to send an updated SD.
   - Make detailed CMS notes and extend the T2 next action date for 2 weeks so that we can call CLK again to ensure they are going to re-open the claim. We will do this follow up until they confirm it has been done.
3. If the claim has been closed the client will need to re-apply for the AAP.

Retesting AAP

(3) Once you've called CLK and confirmed that the claim has had a final rejection – be sure to ask *whether the client failed to respond* or *whether the info provided was outside of the allowed 13 weeks*. This will determine the option in the letter we send the client.

- If the client has failed to meet their obligation in providing the requested info to assess entitlement, we will action a Suspension.

Suspension

Follow the Suspension process (FAD will be determined by the SM).

- Complete the manual Suspension memo (Refer to the Suspension process)
- Make clear CMS notes and **update T2**
    - In T2, go to **Edit pensioner details** – <u>remove</u> the 'Sent to testing agency', 'Pack complete' and 'Pack received' dates
    - <u>Update</u> the Reminder 1, Rem 2, Rem 3 call, Rem 3 sent, Suspension letter sent and Suspended dates by clicking on the 'Now' button.
    - <u>Change</u> the 'Next action due' date to T2 cancellation date (as per the Suspension process) and click on the Update Pensioner button.
- The client's T2 status will now be suspended.

Send a letter and email using the following template

Suspension letter - AAP DECLINE info not provided to CLK.doc

When the client returns the completed AAP application plus the info CLK requested (you will need to make sure that you check the notes for the extra info they needed), we can resume the NS payments.

Clients that fall under the Old AUS Follow up and SD process

Clients that had a SD for more info some time ago, where we issued a letter asking the client to contact CLK - *If there was no further follow up from us* and no further CMS notes indicating an outcome from CLK or contact from the client, these clients will most likely have to reapply for the AAP.

- We will have to call CLK to confirm the status of the application and if there was a final Rejection/Decline, we will ask CLK to issue a SD to verify.
- We will *not* suspend these clients, instead we will Reset the Testing process and send them a letter and new pack. Use the following letter;

AAP Client never responded (Reset and new pack).doc

Note

T2 Australian Age Pension six month follow up: restarted testing, Centrelink confirmation
Called Centrelink, and they confirmed the client failed to reply to correspondence, meaning their application was rejected. As this was more than 13 weeks ago, the client will need to reapply. Therefore, we are retesting them. T2 reset, manual letter sent. Return date of **DATE3w**. **CRN:**

Older AAP follow ups, with no SD received from CLK or any update in CMS, will most likely have been lost or never processed by CLK. In these circumstances we will Call CLK to get an update, same as you would for any other claim or follow up. Between 08/2020 and 05 /2021, a number of AUS claims were delivered to CLK but went missing. Not all of these 'misplaced' apps have been found.

- If CLK advises they never received an application for the client, it could be one of the apps that is missing/misplaced. We will have to reset the Testing process and send a letter and new pack to the client. Use the following letter;

AAP - retest, Centrelink LOST initial application.doc

Note

T2 Australian Age Pension six month follow up: restarted testing, Centrelink lost application
Called Centrelink, and they confirmed they never received client's application. Therefore, we are retesting them. T2 reset, manual letter sent. Return date of **DATE3w**. CRN:

- If CLK received the claim but it was never processed (some cases were accidently closed off when scanned and never actioned). We will insist that the claim gets opened and processed urgently and for CLK to send any SD's to us with an outcome or if more info is needed. T2 should be extended for 1 month only, so that we can follow up with CLK again to ensure the claim is being looked at.

Canada

Process

Check CMS and scanned docs to see if client has been granted or declined. If there is nothing clear here, see if there has been a liaison received. If there is nothing, then we will need to contact the client to see if they have received anything from Canada (either phone call or letter), and then send a liaison requesting confirmation that their application has been received and to provide us with an outcome.

If the client has been declined based on residency, then update T2 and send the client a letter (if this has not been send previously).

If Canada have no record of receiving an application, or the client failed to provide them with requested information, then they will need to re-apply. We can cease testing at this stage if it is not reasonable to expect the client to continue with this (such as if it will not be possible to provide the information or that they have taken reasonable steps here).

Liaison Form

When completing the Customer details, don't forget to complete the partner details as well.

Protective date of Applications (Article XVII) - Date de protection de la demande (Article XVII) = Date NZS was granted

Date of Application- Date de demade = Date app was sent to Canada

Benefits / Pensions Applied for - Prestation / Pension demendee:

> Client has previously applied for Canada Pension Plan and Old Age Security pensions. We are enquiring after this previous application (refer to "Date of Application - Date de demande" above).

Details required/supplied

> Advise the gross and net rates of any payments the client is receiving. Advise the outcome of the client's application(s) for Canada Pension Plan and Old Age Security, if any. If the client has been declined, advise the reason(s) why.

Initial Follow Up - Liaison Sent

T2 Canada Testing - 6 month follow up liaison sent

Client has previously completed the initial OSP application.

Client is currently receiving CPP, we are awaiting an outcome from OAS. OR We have not yet been advised of an outcome for either CPP of OAS.

Called client, OUTCOME

Attempted to call client, could not get through. Letter sent to client asking whether they have received a response.

Client not contacted as they have supplied information OR we have already contacted them.

Liaison sent, T2 updated. NAD XX/XX/XXXX

Letter To Client

CANADIAN PENSION APPLICATION

You may recall that on DATE, we sent you a letter asking that you complete an application for a Canadian pension. In this application, you applied for two types of Canadian pension; the Canadian Pension Plan (CPP), and the Old Age Security (OAS).

We know you have since been granted the CPP. However, we need to know if you have received any correspondence from Service Canada regarding the OAS.

If you have, please contact us via the details below as soon as possible. If you have not been contacted, you may ignore this letter. We will also liaise with Service Canada on this matter.

Initial Follow Up - Liaison Not Sent (CPP Granted, Still Processing OAS)

T2 Canada Testing - 6 month follow up, CPP granted, waiting on OAS

Client has previously completed the initial OSP enquiry.

CPP granted, awaiting OAS. New T2 created.

Extension granted for another six months to allow time for the overseas agency to respond. NAD XX/XX/XXXX

Testing Reset

T2 Canada Testing Reset OAS

Liaison received, Canada never received clients application, client will need to reapply.

Liaison received, clients application has been rejected as Canada requested client provide further information which was not received. Client will need to reapply.

Client is in receipt of CPP, client will need to apply for OAS. Application sent.

T2 updated, application sent. NAD XX/XX/XXXX

Letter To Client - Initial OAS Testing

CANADIAN PENSION APPLICATION

We understand you are currently receiving the Canadian Pension Plan (CPP) from Service Canada. However, we now require you to apply for the Old Age Security pension from Service Canada. Enclosed are a set of forms.

Please complete and return them to us by DATE. If you need an extention, contact us via the details below. If you are granted another pension or benefit from Canada, your New Zealand Superannuation may be reduced by the amount of the overseas payment. We will write to you if this happens.

Letter To Client - Retest, No Response From Canada

OVERSEAS PENSION APPLICATION – CANADA

You may recall our request on <DATE WE ORIGINALLY TESTED THEM> for you to apply for a Canadian Overseas Pension. You have since completed the application forms, which we forwarded to Canada, on <DATE>. However, it seems that we have not been advised of a response from them.

If you have ever received a response from Canada in regards to this matter, please let us know as soon as possible and send us a copy of the letter you received.

If you have not received a response from Canada, New Zealand law requires that you take all reasonable steps to apply for any overseas benefit or pension you may be entitled to.

To do this you will need to complete the application forms for Canada that are enclosed with this letter and return them to us with the required supporting documentation in the envelope provided by <DATE>.

<u>Completing the application form</u>

-

We understand that it might be difficult to provide some information or exact dates about events that may have taken place a long time ago. Please provide as much information as you can and complete the form to the best of your knowledge.

-

<u>Direct Payment Method</u>

-

If you and/or your spouse/partner are eligible for a benefit or pension from Canada your overseas benefit or pension will be paid directly to your own bank account, but your and/or your spouse/partner's payments from us may be reduced by the amount you receive from Canada. Please make sure you:

Complete the bank account details in the application form for Canada, and

Attach verification of your bank account i.e. a bank statement

What happens next?

• Complete the application for the overseas benefit or pension and return this with the required supporting documentation to Specialised Processing Services in the envelope provided.

• We will check that the form is completed correctly and then forward it on to Canada.

• They will write to you when they have processed your application. Please let us know when you receive their letter.

If you cannot get the forms to us by <DATE> please let us know as soon as possible.

Letter To Client - Retesting, Client Never Responded to Canada

Canadian PENSION APPLICATION

We have recently received correspondence from Canada in regards to your Old Age Security Pension and Canada Pension Plan claim. Service Canada had requested you provide details of your residency in Canada. Unfortunately you did not respond to Service Canada's request within the acceptable timeframe.

At this time we request you complete another Application for the Old Age Security Pension. As you are already in receipt of the Canadian Pension Plan, you do not need to complete the entire application form. We have highlighted the sections that you are required to complete to simplify the claim process.

Anyone who receives a New Zealand pension or benefit is legally required to take all reasonable steps to apply for any overseas pension that they may be entitled to receive. This requirement is set out in sections 173-176 and sections 187-191 of the Social Security Act 2018

Please complete the application enclosed and return them to us by <DATE>. Please ensure that you indicate you are applying for the Old Age Security Pension Plan and provide as much information as you can.

If you cannot return the completed application forms to us by <DATE> please let us know.

Testing Ceased

Client has taken reasonable steps, will not be required to continue with application process because REASON.

T2 updated, NFA

Denmark

Process

Check CMS and scanned docs to see if client has been granted or declined. If there is nothing clear here, see if there has been a liaison received. If there is nothing, then we will need to contact the client to see if they have received anything from Denmark (either phone call or letter), and then send a liaison requesting confirmation that their application has been received and to provide us with an outcome.

If the client has been declined based on residency, then update T2 and send the client a letter (if this has not been send previously).

If Denmark have no record of receiving an application, or the client failed to provide them with requested information, then they will need to re-apply. We can cease testing at this stage if the client has low residency (usually less than 5 years), or if it is not reasonable to expect the client to continue with this (such as if it will not be possible to provide the information or that they have taken reasonable steps here).

Liaison Form

Client has previously applied for an Old Age Pension on DATE. We are enquiring after this previous application. Advise the outcome of the client's application, if any. If client has been granted, please advise the gross and net rates of any payments the client is receiving. If the client has been declined, advise the reason(s) why.

Initial Follow Up

T2 Denmark Testing - 6 Month Follow Up

Client has previously completed the initial OSP application. We have not yet been advised of a response or following service decision.

Called client.

Letter sent to client asking if they have received a response.

Liaison sent to Denmark.

T2 updated, NAD DATE

Letter To Client

You may recall our request that you complete the application forms for Denmark to see if you are entitled to a pension from them.

If you received a response from Denmark regarding this matter, please send us a copy of the letter you received or get in contact with us if you no longer have a copy of this letter.

If you have not received a response we will follow up with Denmark on your behalf.

It is important you inform us of any correspondence you have received from Denmark. If you are granted a pension or benefit it may affect your New Zealand Superannuation payments.

Retesting

Liaison received from Denmark indicating that they never received the clients claim / extra information.

Client needs to re-apply so Denmark can assess their entitlement to OSP.

New pack sent with letter, T2 updated.

NAD DATE

Retesting Letter

Recently, we contacted Udbetaling Danmark in Denmark to see if they had processed your pension application.

Regrettably, they informed us that they had no record of receiving this application.

They informed us that your application was declined as they did not receive the requested information from you.

As we will need Denmark to be able to fully process your application, we will require you to complete another application and provide any requested information. Please find this enclosed.

Please complete and return it to us with the applicable documentation, by DATE. We apologise for the inconvenience this may cause you.

Cease Testing

Liaison received from Denmark indicating they never received the clients claim / extra information.

Client has taken reasonable steps to apply for their entitlement, will not require them to continue with this process and re-submit an application.

T2 updated, NFA.

Greece

Process

Check CMS and scanned docs to see if client has been granted or declined. If there is nothing clear here, see if there has been a liaison received. If there is nothing, then we will need to contact the client to see if they have received anything from Greece (either phone call or letter), and then send a liaison requesting confirmation that their application has been received and to provide us with an outcome.

If the client has been declined based on residency, then update T2 and send the client a letter (if this has not been send previously).

If Greece have no record of receiving an application, or the client failed to provide them with requested information, then they will need to re-apply. We can cease testing at this stage if the client has low residency (usually less than 5 years), or if it is not reasonable to expect the client to continue with this (such as if it will not be possible to provide the information or that they have taken reasonable steps here).

Liaison Form

Client has previously applied for an Old Age Pension on DATE. We are enquiring after this previous application. Advise the outcome of the client's application, if any. If client has been granted, please advise the gross and net rates of any payments the client is receiving. If the client has been declined, advise the reason(s) why.

Initial Follow Up

T2 Greece Testing - 6 Month Follow Up

Client has previously completed the initial OSP application. We have not yet been advised of a response or following service decision.

Called client.

Letter sent to client asking if they have received a response.

Liaison sent to Greece.

T2 updated, NAD DATE

Letter To Client

You may recall our request that you complete the application forms for Greece to see if you are entitled to a pension from them.

If you received a response from Greece regarding this matter, please send us a copy of the letter you received or get in contact with us if you no longer have a copy of this letter.

If you have not received a response we will follow up with Greece on your behalf.

It is important you inform us of any correspondence you have received from Greece. If you are granted a pension or benefit it may affect your New Zealand Superannuation payments.

Retesting

Liaison received from Greece indicating that they never received the clients claim / extra information.

Client needs to re-apply so Greece can assess their entitlement to OSP.

New pack sent with letter, T2 updated.

NAD DATE

Letter To Client

Recently, we contacted the Unified Social Security Fund in Greece to see if they had processed your pension application.

Regrettably, they informed us that they had no record of receiving this application.

They informed us that your application was declined as they did not receive the requested information from you.

As we will need Greece to be able to fully process your application, we will require you to complete another application and provide any requested information. Please find this enclosed.

Please complete and return it to us with the applicable documentation, by DATE. We apologise for the inconvenience this may cause you.

Cease Testing

Liaison received from Greece indicating they never received the clients claim / extra information.

Client has taken reasonable steps to apply for their entitlement, will not require them to continue with this process and re-submit an application.

T2 updated, NFA.

Ireland

Process

Check CMS and scanned docs to see if client has been granted or declined. If there is nothing clear here, see if there has been a liaison received. If there is nothing, then we will need to contact the client to see if they have received anything from Ireland (either phone call or letter), and then send a liaison requesting confirmation that their application has been received and to provide us with an outcome.

If the client has been declined based on residency, then update T2 and send the client a letter (if this has not been send previously).

If Ireland have no record of receiving an application, or the client failed to provide them with requested information, then they will need to re-apply. We can cease testing at this stage if the client has low residency (usually less than 5 years), or if it is not reasonable to expect the client to continue with this (such as if it will not be possible to provide the information or that they have taken reasonable steps here).

Liaison Form

Client has previously applied for a State Pension on DATE. We are enquiring after this previous application. Advise the outcome of the client's application, if any. If client has been granted, please advise the gross and net rates of any payments the client is receiving. If the client has been declined, advise the reason(s) why.

Initial Follow Up

T2 Irish Testing - 6 Month Follow Up

Client has previously completed the initial OSP application. We have not yet been advised of a response or following service decision.

Called client.

Letter sent to client asking if they have received a response.

Liaison sent to Ireland.

T2 updated, NAD DATE

Letter To Client

You may recall our request that you complete the application forms for Ireland to see if you are entitled to a pension from them.

If you received a response from Ireland regarding this matter, please send us a copy of the letter you received or get in contact with us if you no longer have a copy of this letter.

If you have not received a response we will follow up with Ireland on your behalf.

It is important you inform us of any correspondence you have received from Ireland. If you are granted a pension or benefit it may affect your New Zealand Superannuation payments.

Retesting

Liaison received from Ireland indicating that they never received the clients claim / extra information.

Client needs to re-apply so Ireland can assess their entitlement to OSP.

New pack sent with letter, T2 updated.

NAD DATE

Letter To Client

Recently, we contacted the Department of Social Protection in Ireland to see if they had processed your pension application.

Regrettably, they informed us that they had no record of receiving this application.

They informed us that your application was declined as they did not receive the requested information from you.

As we will need Ireland to be able to fully process your application, we will require you to complete another application and provide any requested information. Please find this enclosed.

Please complete and return it to us with the applicable documentation, by DATE. We apologise for the inconvenience this may cause you.

Cease Testing

Liaison received from Ireland indicating they never received the clients claim / extra information.

Client has taken reasonable steps to apply for their entitlement, will not require them to continue with this process and re-submit an application.

T2 updated, NFA.

Jersey/Guernsey

Process

Check CMS and scanned docs to see if client has been granted or declined. If there is nothing clear here, see if there has been a liaison received. If there is nothing, then we will need to contact the client to see if they have received anything from Jersey/Guernsey (either phone call or letter), and then send a liaison requesting confirmation that their application has been received and to provide us with an outcome.

If the client has been declined based on residency, then update T2 and send the client a letter (if this has not been send previously).

If Jersey/Guernsey have no record of receiving an application, or the client failed to provide them with requested information, then they will need to re-apply. We can cease testing at this stage if the client has low residency (usually less than 5 years), or if it is not reasonable to expect the client to continue with this (such as if it will not be possible to provide the information or that they have taken reasonable steps here).

Liaison Form

Client has previously applied for a State Pension on DATE. We are enquiring after this previous application. Advise the outcome of the client's application, if any. If client has been granted, please advise the gross and net rates of any payments the client is receiving. If the client has been declined, advise the reason(s) why.

Initial Follow Up

T2 Jersey/Guernsey Testing - 6 Month Follow Up

Client has previously completed the initial OSP application. We have not yet been advised of a response or following service decision.

Called client.

Letter sent to client asking if they have received a response.

Liaison sent to Jersey/Guernsey.

T2 updated, NAD DATE

Letter To Client

You may recall our request that you complete the application forms for Jersey/Guernsey to see if you are entitled to a pension from them.

If you received a response from Jersey/Guernsey regarding this matter, please send us a copy of the letter you received or get in contact with us if you no longer have a copy of this letter.

If you have not received a response we will follow up with Jersey/Guernsey on your behalf.

It is important you inform us of any correspondence you have received from Jersey/Guernsey. If you are granted a pension or benefit it may affect your New Zealand Superannuation payments.

Retesting

Liaison received from Ireland indicating that they never received the clients claim / extra information.

Client needs to re-apply so Jersey/Guernsey can assess their entitlement to OSP.

New pack sent with letter, T2 updated.

NAD DATE

Letter To Client

Process

Recently, we contacted the overseas agency in Jersey/Guernsey to see if they had processed your pension application.

Regrettably, they informed us that they had no record of receiving this application.

They informed us that your application was declined as they did not receive the requested information from you.

As we will need Ireland to be able to fully process your application, we will require you to complete another application and provide any requested information. Please find this enclosed.

Please complete and return it to us with the applicable documentation, by DATE. We apologise for the inconvenience this may cause you.

Cease Testing

Liaison received from Jersey/Guernsey indicating they never received the clients claim / extra information.

Client has taken reasonable steps to apply for their entitlement, will not require them to continue with this process and re-submit an application.

T2 updated, NFA.

South Korea

Initial Follow up Process

Check CMS and scanned docs to see if client has been granted or declined.

- If the client has been granted, update T2 and leave a CMS note
- If the client has been declined due to either residence, contributions etc, update T2 and leave a CMS note
- If the client has been declined due to not providing requested information to NPS in Korea, we will need to re-start the testing process.

If there is nothing clear here, see if there has been a liaison received. If there is nothing, then we will need to contact NPS in Korea to follow up.

You will need to send a liaison form with their consent form copied and ID attached, asking if the client has entitlement to a pension. Client's previously completed application should be scanned to file. If it is not, we will need to start the process again using the initial determination process.

- **Liaison text: Client previously completed the Old Age Pension application on DATE. Please confirm if the client has enough contributions to be entitled to the Korean Old Age Pension. Consent form and ID enclosed.**

Update T2 to pack complete with a 3 month extension.

CMS note
T2 South Korea Testing - 6 Month Follow Up

Client has previously completed the initial OSP application. We have not yet been advised of a response or following service decision.

Liaison sent to NPS in Korea, along with consent form and ID to request confirmation of contributions.

If NPS confirm client already withdrew or do not have enough contributions, we will cease testing

If NPS confirm client is entitled, we will request NPS process client's previously completed application.

T2 updated to pack complete,

Follow up NAD [DATE - 3 months]

Follow up - reset - App not scanned

If client comes up for a follow up but their previous applicaiton was not scanned to file, the testing process will need to be reset.

Send client a letter with the initial determination sheet and consent form Korea follow up - app not scanned - reset.doc

Reset T2, NAD 6 weeks

CMS note
T2 South Korea testing - follow up and retest

Client has previously completed the initial OSP application. We have not yet been advised of a response or following service decision.
Previous app was not scanned correctly so unable to follow up with NPS.
T2 reset and letter sent to client to complete initial determination sheet and consent form.
T2 NAD [DATE - 6 weeks]

Second stage (pack complete) Follow up process

Client did the initial determination process and we are waiting on NPS response

Following up with NPS

Check CMS and scanned docs to see if there is a liaison from NPS confirming whether client is either eligible/ineligible, or granted /declined.

- If NPS confirm client is eligible and there is a previously completed app on hold, update T2 to pack received and place client's app on the shelf to be processed. If doing this, please let your WFO know to count this as an incoming app. Make sure to leave a CMS note.
- If NPS confirm client is eligible but there is no app that was previously completed, send client the South Korea pension applicaiton and update T2 to pack sent - NAD 6 weeks.
- If NPS confirm client is ineligible, update T2 to exclude and take client's app off hold (if its on hold) and either dispose of app or return to client. Make sure to leave a CMS note.
- If the client has been granted, update T2 and leave a CMS note.
- If the client has been declined due to either residence, contributions etc, update T2 and leave a CMS note

- If the client has been declined due to not providing requested information to NPS in Korea, we will need to re-start the testing process.
- If no response from NPS, send another liaison inquiring about the client's entitlement and extend T2 6 months.

Malta

Process

Check CMS and scanned docs to see if client has been granted or declined. If there is nothing clear here, see if there has been a liaison received. If there is nothing, then we will need to contact the client to see if they have received anything from Malta (either phone call or letter), and then send a liaison requesting confirmation that their application has been received and to provide us with an outcome.

If the client has been declined based on residency, then update T2 and send the client a letter (if this has not been send previously).

If Ireland have no record of receiving an application, or the client failed to provide them with requested information, then they will need to re-apply. We can cease testing at this stage if the client has low residency (usually less than 5 years), or if it is not reasonable to expect the client to continue with this (such as if it will not be possible to provide the information or that they have taken reasonable steps here).

Liaison Form

Client has previously applied for an Old Age Pension on DATE. We are enquiring after this previous application. Advise the outcome of the client's application, if any. If client has been granted, please advise the gross and net rates of any payments the client is receiving. If the client has been declined, advise the reason(s) why.

Initial Follow Up

T2 Malta Testing - 6 Month Follow Up

Client has previously completed the initial OSP application. We have not yet been advised of a response or following service decision.

Called client.

Letter sent to client asking if they have received a response.

Liaison sent to Malta.

T2 updated, NAD DATE

Letter To Client

You may recall our request that you complete the application forms for Malta to see if you are entitled to a pension from them.

If you received a response from Malta regarding this matter, please send us a copy of the letter you received or get in contact with us if you no longer have a copy of this letter.

If you have not received a response we will follow up with Malta on your behalf.

It is important you inform us of any correspondence you have received from Malta. If you are granted a pension or benefit it may affect your New Zealand Superannuation payments.

Retesting

Liaison received from Malta indicating that they never received the clients claim / extra information.

Client needs to re-apply so Malta can assess their entitlement to OSP.

New pack sent with letter, T2 updated.

NAD DATE

Letter To Client

Recently, we contacted the Department of Social Security in Malta to see if they had processed your pension application.

Regrettably, they informed us that they had no record of receiving this application.

They informed us that your application was declined as they did not receive the requested information from you.

As we will need Malta to be able to fully process your application, we will require you to complete another application and provide any requested information. Please find this enclosed.

Please complete and return it to us with the applicable documentation, by DATE. We apologise for the inconvenience this may cause you.

Cease Testing

Liaison received from Malta indicating they never received the clients claim / extra information.

Client has taken reasonable steps to apply for their entitlement, will not require them to continue with this process and re-submit an application.

T2 updated, NFA.

Netherlands

Process

Check CMS and scanned docs to see if client has been granted or declined. If there is nothing clear here, see if there has been a liaison received. If there is nothing, then we will need to contact the client to see if they have received anything from the Netherlands (either phone call or letter), and then send a liaison requesting confirmation that their application has been received and to provide us with an outcome.

If the client has been declined based on residency, then update T2 and send the client a letter (if this has not been send previously).

If the Netherlands have no record of receiving an application, or the client failed to provide them with requested information, then they will need to re-apply. We can cease testing at this stage if the client has low residency (usually less than 5 years), or if it is not reasonable to expect the client to continue with this (such as if it will not be possible to provide the information or that they have taken reasonable steps here).

Liaison Form

Client has previously applied for an Old Age (AOW) Pension on DATE. We are enquiring after this previous application. Advise the outcome of the client's application, if any. If client has been granted, please advise the gross and net rates of any payments the client is receiving. If the client has been declined, advise the reason(s) why.

Initial Follow Up

T2 the Netherlands Testing - 6 Month Follow Up

Client has previously completed the initial OSP application. We have not yet been advised of a response or following service decision.

Called client.

Letter sent to client asking if they have received a response.

Liaison sent to the Netherlands.

T2 updated, NAD DATE

Letter To Client

You may recall our request that you complete the application forms for the Netherlands to see if you are entitled to a pension from them.

If you received a response from the Netherlands regarding this matter, please send us a copy of the letter you received or get in contact with us if you no longer have a copy of this letter.

If you have not received a response we will follow up with Netherlands on your behalf.

It is important you inform us of any correspondence you have received from the Netherlands. If you are granted a pension or benefit it may affect your New Zealand Superannuation payments.

Retesting

Liaison received from the Netherlands indicating that they never received the clients claim / extra information.

Client needs to re-apply so the Netherlands can assess their entitlement to OSP.

New pack sent with letter, T2 updated.

NAD DATE

Letter To Client

Recently, we contacted the Sociale Verzekeringsbank in the Netherlands to see if they had processed your pension application.

Regrettably, they informed us that they had no record of receiving this application.

They informed us that your application was declined as they did not receive the requested information from you.

As we will need the Netherlands to be able to fully process your application, we will require you to complete another application and provide any requested information. Please find this enclosed.

Please complete and return it to us with the applicable documentation, by DATE. We apologise for the inconvenience this may cause you.

Cease Testing

Liaison received from the Netherlands indicating they never received the clients claim / extra information.

Client has taken reasonable steps to apply for their entitlement, will not require them to continue with this process and re-submit an application.

T2 updated, NFA.

United Kingdom

Process

Check CMS and scanned docs to see if client has been granted or declined. If there is nothing clear here, see if there has been a liaison received. If there is nothing, then we will need to contact the client to see if they have received anything from the United Kingdom (either phone call or letter), and then send a liaison requesting confirmation that their application has been received and to provide us with an outcome. We can also contact admin to obtain the tracking information for their application.

If the client has been declined based on residency, then update T2 and send the client a letter (if this has not been send previously).

If the United Kingdom have no record of receiving an application, or the client failed to provide them with requested information, then they will need to re-apply. We can cease testing at this stage if the client has low residency (usually less than 5 years), or if it is not reasonable to expect the client to continue with this (such as if it will not be possible to provide the information or that they have taken reasonable steps here).

Liaison Form

Client has previously applied for a State Pension on DATE. We are enquiring after this previous application. Advise the outcome of the client's application, if any. If client has been granted, please advise the gross and net rates of any payments the client is receiving. If the client has been declined, advise the reason(s) why.

Initial Follow Up

T2 United Kingdom Testing - 6 Month Follow Up

Client has previously completed the initial OSP application. We have not yet been advised of a response or following service decision.

Called client.

Letter sent to client asking if they have received a response.

Liaison sent to DWP.

T2 updated, NAD DATE

Letter To Client

You may recall our request that you complete the application forms for the United Kingdom to see if you are entitled to a pension from them.

If you received a response from the United Kingdom regarding this matter, please send us a copy of the letter you received or get in contact with us if you no longer have a copy of this letter.

If you have not received a response we will follow up with the United Kingdom on your behalf.

It is important you inform us of any correspondence you have received from the United Kingdom. If you are granted a pension or benefit it may affect your New Zealand Superannuation payments.

Letter To Client - DWP Request Information

UNITED KINGDOM STATE PENSION APPLICATION

You may recall our letter dated <DATE WE SENT APPLICATION TO UK> regarding your United Kingdom State Pension application.

We had processed the application and forwarded it onto the Department of Work and Pensions in the United Kingdom. The Department of Work and Pensions have since requested further information regarding <REQUESTED INFORMATION>.

The Department of Work and Pensions have requested <a verified copy of <EVENT> certificate. Once they have received a copy of this certificate they can process your United Kingdom Sate Pension claim.

If you cannot easily access a verified copy of the requested certificate, you are welcome to stop by your local Work and Income office to request a copy be made and added onto your record. Please then contact us so we may process the application.

Please send the requested information to us by <DATE>. Once we have received this information we can forward the information to the United Kingdom.

If you cannot send the information to us by <DATE> please contact us as soon as possible.

Retesting

Liaison received from DWP indicating that they never received the clients claim / extra information.

Client needs to re-apply so DWP can assess their entitlement to OSP.

New pack sent with letter, T2 updated.

NAD DATE

Letter To Client

Recently, we contacted the Department of Work & Pensions in the United Kingdom to see if they had processed your State Pension application.

Regrettably, they informed us that they had no record of receiving this application.

They informed us that your application was declined as they did not receive the requested information from you.

As we will need the United Kingdom to be able to fully process your application, we will require you to complete another application and provide any requested information. Please find this enclosed.

Please complete and return it to us with the applicable documentation, by DATE. We apologise for the inconvenience this may cause you.

Cease Testing

Liaison received from DWP indicating they never received the clients claim / extra information.

Client has taken reasonable steps to apply for their entitlement, will not require them to continue with this process and re-submit an application.

T2 updated, NFA.

Non-Recip

Process

ALWAYS make sure to check CMS notes and scanned docs to see if we have received evidence of a grant or decline or other correspondence.

If nothing has been received, check how many times we have asked the client to contact the overseas agency. When we follow up with the clients, we need to ask whether they have followed the country's application process and ask for an outcome.

It is the responsibility of the client to take reasonable steps to provide us with an outcome or to at least show that they have attempted to apply for an OSP.

We need to able to say that the client has actually taken "reasonable steps" to apply before we cease the Testing process.

If you feel that a client has not yet taken reasonable steps to comply with this process (such as they might not have actually made an application), then we can continue the process and insist they meet their obligations.

You will need to read the notes and determine which stage the client is at based on their contact with overseas and which letter is correct for the situation.

IMPORTANT: If we do not have the client's email on file we should send them an email authorisation form.

Call the client: It is important that we have a conversation with them so they understand what they are required to do and how they can go about doing it. This will save us time in the long run as it is often easier to get the message across and ensure they understand via a phone call.

At our first Follow Up: - STAGE 1

The Client should have had a response to their enquiry and started or completed the application process by now. If not, they will need to follow up with the agency and get the application process started, the next time we follow up with them, after 3 months, we expect to get an outcome.

- If a client has received no response, then we will ask them to make contact with the overseas agency again (either by calling, email or submitting an enquiry online) and provide us with verification of this.
- We will also inform the client to follow the application process of the country and provide us with an outcome within 3 months.
- If a client has received a response, then please do not ask them to write another letter/email. If they have submitted an application or provided documents requested, then they need to follow up on this and provide us with an outcome.
- *Under no circumstances are we to send or accept another copy of a template letter. Give the contact details of the agency instead.*

1. Send 1st follow up letter via ECS and as an email, along with a boiler plate for that county: [1st Follow-up template.doc]

2. Update T2 to pack complete

Go to 'edit pensioner details'

Scroll down and click on 'show/hide advanced fields'

Remove the date under the field "sent to testing agency'

Change the next action due date to 3 months (make sure this date is during a work week)

Click 'update pensioner'

T2 should show status as 'pack complete'

Next action should show as 'forward to testing agency'

3. Leave a CMS note and copy and paste the email you send into the note as well

T2 COUNTRY OSP testing - follow up (First Stage Follow-up)

No response yet received, Scanned docs and notes checked.
The client should have had a response from the overseas agency by now. If not, they will need to follow up and make an application if they have not already done so.
We have not heard anything else about this. I have sent a letter/email to the client asking for progress with the application, the outcome or to follow up with the agency for a response.
T2 updated, next action date of: DATE (3 months)

At our Pack Complete (second or third) Follow Up – *STAGE 2*

We have the expectation that clients should have already made an application and now we are asking for an outcome. Clients will be advised that following up to get an outcome is part of their obligations/reasonable steps

- If at this point if clients still have not lodged an application, we will inform them that they have not taken reasonable steps and action the Suspension process.
- If it is a client has an application in progress, we will ask the client to provide us with verification. If the client does not have verification, they will need to push the agency for a response. We will give the client 6 weeks to provide an outcome.
- If the client provides us with the same letters the agencies sent them 6 months or a year ago (asking for more information or informing them they are entitled but need to lodge a claim) and the client has not taken any steps to provide the information or claim, we should NOT accept it but instead inform the client that they have not taken reasonable steps and follow the Suspension process.

They will need to provide an update/evidence they are in the process of applying. They will need to proactively follow up or they will be suspended.

1.Send 2nd Follow up letter via ECS and as an email, along with a boiler plate for that country: 2nd Follow-up letter template.docx

2.Update T2 to next stage suspension

Go to 'edit pensioner details'

Scroll down and click on 'show/hide advanced fields'

Remove the date under pack received and pack complete

Click 'now' so reminder 1 sent, reminder 2 sent, reminder 3 call, and reminder 3 sent all have dates

update next action due date for 6 weeks (make sure this date is during a work week)

Click 'update pensioner'

T2 status should show status as 'reminder 3 sent'

Next action should show 'seek suspension approval'

3. Leave a CMS note and copy and paste the email you send into the note as well

T2 COUNTRY OSP testing - Pack Complete follow up (Second Stage Follow-up)

Client has not provided a response/outcome of their OSP application.
We need to see evidence of an outcome. If not, they will need to follow up and make an application if they have not already done so.

Called client (RESULT)
Tried to call client, was unable to reach them. Message left.
Letter/email sent to client explaining the obligation to complete the application process and provide an outcome
T2 updated, next action date of: DATE (6 weeks)

Cease Testing

Only Cease Testing IF:

- It is a country we no longer test for.
- Clients provide verification they have no entitlement, already withdrawn their contributions, or only eligible for a lump sum.
- It is not reasonable for the client to continue with the OSP process (e.g. the cost of applying outweighs the lumpsum entitlement) – this decision will be made in discussion with your SM,
- the client no longer meets the Testing criteria (meets full monthly pension criteria)

If we have decided to cease testing, send a final letter simply asking them to contact us should they receive a response. Excluded in T2 and update CMS.

If client was entitled to a lump sum in the past, cease testing and send the following letter: OSP - Entitled to lump sum, not monthly pension (NFA) .docx

T2 Actions for Stage 1 and Stage 2
T2 actions for **Stage 1** – if you are giving the client 3 months to provide an outcome • Go 'Edit pensioner details' – remove the 'Sent to testing agency' dates and extend the 'Next Action due' date
T2 actions for **Stage 1** – if clients indicated they want to defer • Follow the stage 2 suspension actions, but FAD will be the current FAD - discuss with SM, if unsure
T2 actions for **Stage 2** – if clients indicated they want to defer • Follow the stage 2 suspension actions, but FAD will be current

- Go ‘Edit pensioner details’ – remove the ‘Sent to testing agency’, ‘Pack complete’ and ‘Pack received’ dates
- Update the Reminder 1, Rem 2, Rem 3 and Rem 3 sent by clicking on the ‘Now’ button
- This will put the client on a Suspension due status and you can do a memo from T2
- Then follow the normal T2 suspension actions

T2 actions for **Stage 2** – if clients have been completed a few times but never provided an outcome – they’ll get 3 weeks

- Go ‘Edit pensioner details’ – remove the ‘Sent to testing agency’, ‘Pack complete’ and ‘Pack received’ dates
- Update the Reminder 1, Rem 2, Rem 3 and Rem 3 sent by clicking on the ‘Now’ button
- This will put the client on a Suspension due status and update the ‘Next Action due’ date to 3 weeks from now

T2 actions for **Stage 2** – if the process has been ongoing for way to long

- Follow the stage 2 suspension actions, FAD will be the same as this week's
- Go ‘Edit pensioner details’ – remove the ‘Sent to testing agency’, ‘Pack complete’ and ‘Pack received’ dates
- Update the Reminder 1, Rem 2, Rem 3 and Rem 3 sent by clicking on the ‘Now’ button
- This will put the client on a Suspension due status and you can do a memo from T2
- Then follow the normal T2 suspension actions

RETURNED MAIL: PROCESSING GUIDELINES
All clients on NZ payments are obligated to keep up to date contact details with the Ministry of Social Development.

Check CMS and T2 whether the returned mail is the most recent letter sent. If more recent mail has been answered by the Client, document the returned mail in CMS, destroy it. If the date stamp on the return mail is the same shown in T2, update T2 through the 'Edit Pensioner Details' so that there is no 'Pack Received' date and then update the next action due date.

Yes, there is an updated address or more recent correspondence with Client regarding returned mail.

Incorrect address?

Check CMS, CMS scanned docs, the partner's record and any hold docs for possible updates.
Also check nzpost.co.nz whether the address is recognized along with any notes left on the mail by the post office.
If no current address details are available, you must contact the Client. Put return mail on Hold, update T2 through 'Edit Pensioner Details' so there is no date for 'Pack Received' and extend testing for 1 week.

No updates? Call Client

Valid phone, number on file or partner's file? Call Client.
No answer, leave a message and calendar follow up in 1 week.
If no phone, number then continue to next step, email.

Client has answered with updated address, verified through nzpost.co.nz

No answer/No valid number

Email the Client, if this is an option and wait 1 week for a reply, otherwise continue to next step.

Update T2 and CMS, leave a CMS note and resend the returned mail with updated next action due dates.

Resume payments, if Suspended

No email/No answer

Email the local office for any information they may have and to update the contact details if the client comes in. Wait 1 week for a response. Do a calendar follow up.
No relevant information or response from client or local office?
Suspend
Complete a suspension memo, consult SM for FAD. Action the suspension in SWIFTT and add CMS notes. Update T2 to Suspended action.

12. Suspensions

Suspending a person's payment is a step we take if they have not completed an application, or provided us with the information we need. To reach a Suspension stage, the client will have ignored us, forgotten about us, or refused to do what we're asking for some time now. In most cases the client would have received a 3rd Reminder and/or a final reminder letter, informing them about the upcoming suspension.

A person is generally only eligible to receive a payment from us if they take reasonable steps to apply for any overseas payments we believe they'll be entitled to. If they fail to do this when we have given notice, we may refuse to grant them a benefit or can suspend their benefit until they comply. If their benefit is suspended, it may also be cancelled after a certain period.

We shouldn't take suspension lightly, as it's often the only source of a client's income, so it's important to be thorough in our research before we take that step.

Note: We now implement a Cancellation policy - in our Suspension letters to clients we will notify them that their payments will be cancelled after 40 working days (from Suspension) if they fail to take reasonable steps to provide us with a completed application (Reciprocal) or verification of entitlement (non-Reciprocal).

Before suspending a client

1. **Questions to ask yourself**
    a. Has the client taken reasonable steps to apply for an OSP?
    b. Have we taken all reasonable steps to assist them to apply for an OSP?
    c. Have we received any mail from them recently about this, that hasn't yet been processed?
    d. Are the client's contact details current?
2. **Read through CMS**
    a. Have we spoken to the client and offered assistance?
    b. Have we tried to contact the client at least twice and left messages if unable to reach the client?
    c. Has the client been sent a third reminder?
3. **We also need to make sure to take any extenuating factors into consideration**
    a. Has the client genuinely been unable to complete the forms (bereavement, serious illness, overseas travel, struggling to get info from accountants, etc)?
    b. Has the client been in touch to advise us of delays? If so, were these delays appropriate reasons?
4. **Is it a risk situation?**
    a. Has the client threatened or already contacted the Minister, media etc.? If yes, you should make sure to check that their complaints / concerns were addressed or discuss the case with SM or colleague who dealt with the complaint
    b. If their complaint has already been addressed and they have been advised to complete the forms we can suspend but be clear about this in the Suspension memo
5. **Things to consider**
    a. If client is being tested for Australia and has under four years residency, it may be appropriate to take them through the Determination Sheet so we can exclude them now
    b. Does the partner's record need to be checked?
    c. Is the client (or partner) still on payment? Often clients can drop off payment during the testing process.

If you don't want to suspend

1. If you decide a Suspension isn't appropriate, you need to decide what the next action should be. This could be a phone call, an extension, or a decision to exclude.
2. At the Suspension stage there are no more automated letters from T2 so you can use the extension button without worrying about adding a calendar note. The client will re-appear on the suspension list when their extension is up.
3. If you feel the client is genuinely trying to complete the forms and just needs more time, you can issue a Final Reminde

Note: don't decide not to Suspend, just because you don't want to make what can a difficult phone call. At this point, you should be experienced enough to know what to expect, and how to deal with it effectively. We don't want to be sending clients five Final Reminders. Suspension is a necessary part of our job.

Moving forward with a suspension

Please read all of this before starting the first step

1. **Call the client**
   You will need to let them know the following: reason for suspension, date of final payment, our 0800 number, answer any other questions they might have. Leave a message if necessary.
   Sometimes, the client will give a legitimate reason why they haven't got their book back to us. Decide if a Final Reminder or different action is appropriate here.
2. **Suspension Memo**
   a. Using T2, we'll generate a Suspension Memo. Before you do this, open up a Word document, and we basically need to write down all our interactions with the client, along with the date of each interaction. Be fairly detailed. I would encourage you to look at previous Suspension Memos in the folder, to see what kind of information to put. Make sure you give details of the call you just made.
   b. Once you've done this, click 'Print suspension memo' in T2. This will open a new window.
   c. At the top, in 'Call dates', give dates of all calls made and received from the client.
   d. In the next box, copy and paste what you've written in Word.
   e. Finally, at the bottom of this, write how long the client spent in the country, their birthday, and the their District Code and their district. The District Code can be found in SWIFTT by going to SDSTC.
   f. Click 'Update Preview, then Download as PDF. Ensure the file is ok. If so print it.
   g. At the bottom, sign it. The 'Suspension Due' date is today's date. The FAD date is when the client's payments are actually ceased. We normally allow the client to receive **two** more paydays before their payments are stopped. Payments normally go out on Tuesday, so we use the Wednesday immediately after the second payday. **Note:** this is the date you tell the client on the phone, that we'll be suspending them from. Your SM or a senior staff will inform you of the FAD suspension date
   h. When it's signed off, we can now Suspend them in SWIFTT.
   Note: sometimes, it won't be possible to use the T2 Suspension memo. There should be another memo file in the BAU folder.
3. **Suspension action**
   a. Go to T2, and click 'Record action complete'. Add a next action date - the 41st working day after suspension.
   b. In SWIFTT..
      i. Go to SDSTC (ensure you recorded this number on the memo) and change the District Code to 097. File received needs to be **N**. Hit Enter. Go to SSTAI, it should now say SPS Wellington in the top left.
      ii. Go to SBSR
         · Date received it today's date
         · Action is **S**
         · Effective date is the FAD we wrote earlier (the Wednesday after two more paydays)
         · Reason for suspension is 554
         · Comment: *Client failed to apply for COUNTRY OSP*. This is a small box, but try to make it understandable.
      iii. Press Enter. If you go to SEXPI, your Suspension action should be shown here.
4. **Send the client a manual letter**
   a. The templates for these should be in the BAU 2.0 folder / 3
   b. If possible, copy & paste the body of the letter into an ECS IS letter
   c. Add any extra details if necessary
   d. If you are suspending two clients at once, such as for a dual Australian application, send them each a letter
   e. Cancellation Notification: The suspension letter now has a 40 working day cancellation notification for clients. The cancellation date in your letter will be 40 *working days after* suspension (FAD). SSA 2018 Section 176 (4)

Calculating the cancellation date example:

- **Today is 19 August 2022 and FAD Suspension date is 28 September 2022.**
- **We will start counting 40 working days *after* the suspension - day one will start on the 29th of September.**
- **The 40th working day in this scenario will be 24 November 2022. This is the date you will put in your letter and advise the client.**

***Please remember - working days does not include the weekend or public holidays.**

5. **CMS note (delete or change the red parts)**

a. SUSPENSION - client failed to apply for a COUNTRY pension

Client has not returned a completed overseas pension application. Checked mail registers and no correspondence has been received since last action. Client has been sent three/four letters and has been called to offer assistance. NZ payments will be resumed once COMPLETED application received.
Client was called / message left
Client's old district code: XXX
Letter sent via ECS with new application pack / manual letter below
Suspended from: FAD
Memo placed in digital archive.

Cancellation will be actioned on: The 41st working day after suspension *e.g. Suspension is effective from 28 September 2022 (FAD) and you have given the client until 24 November 2022. Cancellation will be actioned on 25 November 2022 (this is the 41st day).*

T2 updated
Any other notes you think are necessary

Pat yourself on the back for a job well-done (not optional)

11. Third & Final Reminders

After Second Reminders are sent to the client, we follow up three weeks later with a manual Third Reminder. We check the notes, T2, SWIFTT, to try and see why the client has got to this stage. We also ring them to offer assistance, and to remind them that this needs to be done. We'll then issue a Third Reminder letter, and email if necessary.

With Final Reminders, we do much the same process as Third Reminders (Final Reminders should be issued three weeks after a Third Reminder). At this stage, we'll decide if it's more appropriate to send a Final Reminder, or to suspend the client. You'll need to make this decision based on the evidence in their CMS and your intuition. If you decide Suspension is the better option, go to that Know it All page.

If you've been rostered on to these today, the Workflow Officer should have given you a list from T2, with clients who have reached this stage.

Process

1. **SWIFTT**
    a. Make sure the client (or partner) is still on payment
    b. They haven't already been granted that OSP
2. **CMS**
    a. Check address in CMS and T2 match, and ensure that it hasn't changed since we started testing them. Check the partner's address too if required
    b. Are their any other reasons you can see they may have neglected to do this / ignored us? For example, sickness, overseas travel, death of their cat, etc?
3. **Contact the client**
    a. **Call.** We will always try to call the client. Remind them of the process, ask if they need help. Tell them we're going to send a Third / Final Reminder letter. Occasionally, the client will have a legitimate reason as to why they haven't returned their application - deal with this as appropriate. For recip, ask if they need a new application. *For Australia: less than four years in Australia? If they haven't had it already, it may be worth going through the determination sheet.*
    If the phone went to answerphone, use the template below.
    b. **Letter.** We will always send a letter (unless there is no address listed).
        i. Recip: return any outdated documents / pages / statements to the client so they can update them. In your Third Reminder letter, you will need to write what the client needs to do to have the application complete. If the client mentioned on the phone they need a new application, send one. Remember to always send a return envelope.
        ii. Non-recip: along with your Third Reminder letter, send a new form. Forms for almost all non-recip country can be found in the Follow-Up folder
    c. **Email.** We'll only send an email if the client requests it, or if we were unable to get through to them via phone. The text for the email (template below), is largely the same as the letter.
    d. **Unable to contact.** If the client has no address, no phone number, no email, and no recent scanned docs with their address (and their partner has none of this), you may be able to proceed straight to a suspension. Part of receiving NZS (or other payments) is keeping us up to date with contact details. Talk to your manager if this is the case.
4. **CMS note (templates below)**
    a. Include details of the call or whether you left a message, the text of the letter (if printed manually), and the text of the email (if sent). If you're returning documents or pages, give details.
5. **Updated T2 as appropriate**
    a. Third Reminder: click 'Record action complete' extend return date by 6 weeks
    b. Final Reminder: extend return date by 6 weeks
6. **Things to Remember**
    a. Use your intuition. There will be a lot of situations not covered in the notes above. If you run in to trouble, have a good think about what would be appropriate, and talk to your more experienced colleagues / manager. *Make sure you leave detailed notes.*
    b. Occasionally, you will encounter an angry / extremely frustrated client, whom does not want to co-operate under any circumstance. Keep a level head and a level voice in these situations. Don't take their call too personally (they're usually just frustrated at the process). If they swear at you / insult you personally, you can end the call.
    c. Check the holds for any documents that can be sent back to the client for the final reminder stage. Be sure to note which documents were returned to the client.

Notes & Templates

EMAIL - RECIP

Subject line: COUNTRY Pension Application – 000 000 000

Dear TITLE. CLIENT

THIRD REMINDER/FINAL REMINDER – COUNTRY PENSION APPLICATION

On DATE OF LAST LETTER, we sent you a reminder letter asking you to complete application forms for COUNTRY and return them to us by DATE.

It seems we have not received a completed application form and/or supporting documents from you. As explained in our letters to you, in order for you to continue to receive your payments from us, you need to take reasonable steps to apply for any overseas benefit or pension you may be able to get. To make sure your payments from us are not affected, you need to return the completed COUNTRY pension application forms by DATE6w.

You will also be receiving a third/final reminder letter via post as well as a new set of application forms as you may no longer have the ones that were sent to you with our initial letter regarding this matter.

If we have not received these forms by DATE6w, your payments from us may be affected. Please let us know as soon as possible if you cannot return the forms to us by DATE6w.

ANSWERPHONE SCRIPT:	FINAL REMINDER - CMS note	THIRD REMINDER - CMS note
Hello Mr. Client My name is name; I'm calling from the Ministry of Social Development regarding the country pension application we sent/ returned to you in month/ year. As we haven't received this back from you, an third/final reminder letter is going to be sent to you today, so that we can start the process again. If you need help to complete these forms or have any questions, please call us on 0800 triple 7, double 2, 7. Thank you.	**T2 COUNTRY OSP testing - final reminder** The client has not yet returned a completed OSP application. Work track registers and T2 checked for correspondence since last action. Called client (RESULT) Tried to call client, was unable to reach them. Message left. Final reminder letter to be sent. T2 updated. Return date of DATE6w. Documents on hold returned to client. (please list which documents were returned to the client) Client is required to take all reasonable steps to apply for any OSP they may be able to receive. Client meets the basic qualification criteria for this pension. On Hold: DOCS Returned to client: DOCS +++ LETTER +++ If the letter was manual, copy & paste here. If the letter was ECS, just write 'ECS letter sent' +++ EMAIL +++ If an email was sent, copy & paste it here	**T2 COUNTRY OSP testing - third reminder** The client has not yet returned a completed OSP application. Work track registers and T2 checked for correspondence since last action. Called client (RESULT) Tried to call client, was unable to reach them. Message left. Third reminder letter to be sent. T2 updated. Return date of DATE6w. Client is required to take all reasonable steps to apply for any OSP they may be able to receive. Client meets the basic qualification criteria for this pension. On Hold: DOCS Returned to client: DOCS +++ LETTER +++ If the letter was manual, copy & paste here. If the letter was ECS, just write 'ECS letter sent' +++ EMAIL +++ If an email was sent, copy & paste it here