

VISA PAK ISSUE 457 — 17 DECEMBER 2020

## **REMINDER: CONTACTING CUSTOMERS AND IMMIGRATION ADVISERS**

Several Licenced Immigration Advisers have contacted Immigration New Zealand directly about Immigration Officers contacting their clients. The purpose of this item is to remind staff of the advice provided in [Visa Pak issue 161](#).

Staff must read and follow the advice in IAC 16/02 <https://www.immigration.govt.nz/documents/internal-administration-circulars/iac-16-02.pdf>

If a client has authorised a licenced immigration adviser or immigration lawyer to act on their behalf, immigration officers should address all correspondence to the nominated immigration adviser(s) or lawyer(s), not the client.

However, immigration officers may contact clients directly in the following situations:

- An immigration adviser is unlicensed and not exempt.
- An applicant makes unsolicited contact directly with INZ.
- An immigration adviser or lawyer who is not listed on the application form or INZ 1160 attempts to act on behalf of the client.
- An immigration adviser fails to respond to Immigration New Zealand's communication within a given timeframe.
- Undertaking general verification functions where input from an immigration adviser or lawyer is not necessary, and may in fact undermine the purpose of verification; such as:
  - Phoning a client to verify that they are at a certain location, such as their place of employment.
  - Phoning a client to verify English language ability.
  - Conducting site visits.

For clarification of general verification functions, please refer to the article entitled *Interpretation of Verification and Immigration Adviser Involvement* in Visa Pak issue 457.

If an immigration officer is unsure if they should contact the client or the nominated immigration adviser(s) or lawyer(s) they should check with their managers or technical advisers before making contact.