

VISA PAK ISSUE 483 — 17 SEPTEMBER 2021

ALERT LEVEL CHANGES AND RESPONSE TIMEFRAMES UPDATED

The advice contained in this item supersedes that given in VisaPak 478 and VisaPak 466.

If New Zealand, or a region of New Zealand, enters Alert Level 3 or 4, when sending out a Potentially Prejudicial Information letter or information request to onshore applicants affected by the Alert Level change, the following should be communicated:

Please note the deadline to respond is XX. If you think you will be unable to respond within this timeframe, please use the contact details below and we will be able to consider an extension as appropriate in light of [region's] current Alert Level.

Staff can continue to use standard response timeframes for PPI letters and information requests, however should consider granting extensions if requested. If no request is received to extend a deadline that occurs during an alert level 3 or 4, then processing can continue as is standard practice.

Standard practice applies for applicants based offshore, or in regions of New Zealand in Alert Level 2 or lower, however staff should still be mindful that an extension may be appropriate depending on the applicant's specific circumstances. Staff are reminded to be considerate of an applicant's circumstances as a result of changing alert levels. This includes situations such as when the client or the client's adviser is currently operating in a level 3 or 4 environment.