

VISA PAK ISSUE 463 — 19 MARCH 2021

## **CHANGE IN IMMIGRATION CONTACT CENTRE OPERATING HOURS**

As part of the recently updated Service Level agreement between the Immigration Contact Centre (ICC) and Immigration New Zealand (INZ), both parties have agreed to reduce the operating hours of the ICC to reflect the customer demand now being primarily New Zealand based clients due to the current border closures.

As of 8 March 2021, the ICC now operates between 8am to 10pm Monday to Friday for all immigration lines and no longer operates a 24/7 service. The change in operating hours has been published on the INZ website.

The ICC will continue to provide services to the New Zealand Police and MFAT as per the current arrangement. There will be no impact on the Licensed Immigration Adviser line as it operates from 8am to 5pm Monday to Friday.

INZ and ICC will monitor the ICC operating hours as the border re-opens and visa application volumes recover post-COVID 19.