



**NEW ZEALAND
IMMIGRATION**

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BEST PRACTICES WHEN COMMUNICATING VIA EMAIL WITH LIAS/IMMIGRATION LAWYERS

When communicating with someone acting on behalf of an applicant (such as a LIA or immigration lawyer), staff should ensure that both the application number and the principal applicant's surname are included in the subject heading of email correspondence. Including the principal applicant's surname avoids any potential confusion as application numbers are assigned at the point of lodgement and the acting representative is often unaware of their client's application number.