

28 May 2014

Dan Hawke

fyi-request-1600-3718bc42@requests.fyi.org.nz

Dear Mr Hawke

Subject: Clarification of LGOIMA Response CAS-247463
Customer Reference Number: CAS-277244

Thank you for your correspondence of 9 May 2014 requesting clarification for points 1 and 3 of our original response.

I can confirm that while customers select an option from the drop down menu on the website, it is reported as a free text field with additional text/data or alternatively the field is blank.

With regard to point 3, we are unable to clarify the number of non-duplicate requests (or original requests where there were duplicates) for which the customer did not receive a response, once their request was declined. As online refund requests are not processed through our Customer Relationship Management (CRM) system, they are not assigned a case number. Where multiple cases are received, we would refund the first case and confirm whether or not the subsequent requests have been raised or processed previously. If so, the duplicate cases would be rejected based on the fact they have already been actioned.

I trust this information is of use to you.

Yours sincerely



Mark Lambert
Group Manager Public Transport