

# Fast-track character waiver guide - Residence

Use this document when considering whether a fast-track character waiver (CW) is appropriate for a particular residence class visa application

## Steps

- 1. Review and note all relevant character information provided with the residence application**
  - Read the previous CW(s) and review all relevant supporting documentation provided with the current application (and previous application if it is available).
  - Complete the table below by confirming whether the statement is correct or not correct.
  - Enter notes if further explanation is required.

| Fast track character waiver - residence |  |         |             |       |
|---|--|---------|-------------|-------|
|   | Statement  | Correct | Not correct | Notes |
| <b>CW history</b>                       | The applicant has previously been granted a CW(s) for all previous character issues falling under A5.25, and those waivers occurred in applications for residence visas or work-to-residence work visas.                               |         |             |       |
| <b>Declaration</b>                      | The applicant made accurate and complete declarations in the Character section of the form for the current application (NB: they must be accurate and complete even if the applicant knows that INZ knows about past character issues) |         |             |       |
| <b>Additional information</b>           | The applicant has no further character concerns identified since the previous CW   |         |             |       |
| <b>Instructions</b>                     | The CW instructions have substantively remained the same since the last CW was granted   |         |             |       |
| <b>Police certificates (PCs)</b>        | Updated PCs are not required for this application, OR such PCs (if obtained) show no new convictions   |         |             |       |

|                      |   |  |  |  |
|----------------------|---|--|--|--|
| <b>Circumstances</b> | The applicant's circumstances substantively stayed the same since the last CW, or (in the alternative) any change in circumstances could be seen as positive (e.g. higher paid job) |  |  |  |
|----------------------|---|--|--|--|

## 2. Determine if fast-track character process for residence is appropriate

| If   | Then...   |
|--|---|
| All statements are correct or not applicable | It is appropriate to apply the fast-track character process, and a CW PPI is <i>not</i> required<br>Go to <b>Step 3</b>                 |
| At least one statement is not correct        | It is not appropriate to apply the fast-track character process, and a CW PPI is required<br>Go to relevant <b>Assess Character SOP</b> |

## 3. Record character waiver

- Enter rationale for granting a CW in the relevant INZ system

*Example: Applicant has character issues that fall under A5.25, which is/are [x, y, z]. The applicant was granted a character waiver for these concerns on a previous application for residence, or for a work to residence category. No new adverse information has been supplied or noted. I have considered the applicant's circumstances and have decided to grant a character waiver for these concerns, in this application. This does not guarantee a waiver for a future application.*

# Fast-track character waiver guide - Temporary

Use this document for when considering whether a fast-track character waiver (CW) is appropriate for a particular temporary entry class visa application

## Steps

1. **Review and note all relevant character information provided with the temporary entry visa application**
  - Read the previous CW(s) and review all relevant supporting documentation provided with the application (and previous application if it is available).
  - Complete the table below by confirming whether the statement is correct or not correct.
  - Enter notes if further explanation is required.

| Fast track character waiver - temporary |  |         |             |       |
|---|--|---------|-------------|-------|
|   | Statement  | Correct | Not correct | Notes |
| <b>CW history</b>                       | The applicant has previously been granted a CW(s) for all previous character issues falling under A5.45  |         |             |       |
| <b>Declaration</b>                      | The applicant made accurate and complete declarations in the Character section of the form for the current application (NB: they must be accurate and complete even if the applicant knows that INZ knows about past character issues) |         |             |       |
| <b>Additional information</b>           | The applicant has no further character concerns identified since the previous CW   |         |             |       |
| <b>Instructions</b>                     | The CW instructions have substantively remained the same since the last CW was granted   |         |             |       |
| <b>Police certificates (PCs)</b>        | Updated PCs are not required for this application, OR such PCs (if obtained) show no new convictions   |         |             |       |
| <b>Circumstances</b>                    | The applicant's circumstances substantively stayed the same since the last waiver, or (in the alternative) any   |         |             |       |

|                |  |  |  |  |
|----------------|--|--|--|--|
|                | change in circumstances could be seen as positive (e.g. higher paid job)   |  |  |  |
| <b>Purpose</b> | The applicant's purpose for travelling to, or remaining in, New Zealand has not materially changed since the last waiver e.g applicant still intends to work |  |  |  |

## 2. Determine if fast-track character process for temporary entry is applicable

| If   | Then...   |
|--|---|
| All statements are correct or not applicable | It is appropriate to apply the fast-track character process, and a CW PPI is <i>not</i> required<br>Go to <b>Step 3</b>                 |
| At least one statement is not correct        | It is not appropriate to apply the fast-track character process, and a CW PPI is required<br>Go to relevant <b>Assess Character SOP</b> |

## 3. Record character waiver

- Enter rationale for granting a CW in the relevant INZ system

*Example: Applicant has character issues that fall under A5.45, which is/are [x, y, z]. The applicant was granted a character waiver for these concerns on a previous application for temporary entry visa application. No new adverse information has been supplied or noted. I have considered the applicant's circumstances and have decided to grant a character waiver for these concerns, in this application. This does not guarantee a waiver for a future application.*

**Application number:** [Application Number]

**Client number:** [Client Number]

[Date]

[AdviserName1]

[AdviserName2]

[AdviserStreetNumber] [AdviserStreetNamePOBoxNumber]

[AdviserSuburb]

[AdviserCity] [AdviserPostCode]

[AdviserCountry]

[NZBN\_Adviser]

Dear [Client Name]

**Application for a residence class visa:**

**Applicant:**

[Client Name]

[Secondary Applicant 1]

[Secondary Applicant 2]

[Secondary Applicant 3]

[Secondary Applicant 4]

**Date of birth:**

[Date of Birth]

[SecondaryApplicant1DateOfBirth]

[SecondaryApplicant2DateOfBirth]

[SecondaryApplicant3DateOfBirth]

[SecondaryApplicant4DateOfBirth]

Thank you for your application for a residence class visa under [Application Grounds Code Level 3] category which was received on [Accepted for processing date].

**Our assessment of your application**

We have completed an initial assessment of your application and note that it appears you may not meet the character requirements for a residence class visa (unless granted a character waiver).

The provision(s) in New Zealand immigration instructions A5.25 (copy attached) that appear(s) to affect you [is/are] A5.25 (x) [clearly identify and quote the provisions in A5.25 that appear to apply and the evidence which is used in assessing the application against this criteria e.g. the offence(s) they were convicted of and/or their failure to declare]

We have not made a decision on your application at this stage. We invite you to make further comments or provide information in response to our concerns.

**Further information**

**[Paper applications]**

Any comments or further information must be sent by [date]. If you dispute the provisions outlined in this letter apply to you, you should provide evidence to support this.

This should be sent to the following address: [Write your office address into the placeholder below. Delete this instruction.]

Immigration New Zealand

[Office address line 1]

[Office address line 2]

[Office address line 3]

[City] [postcode]

[COUNTRY]

All supporting documents must be either original or certified copies of originals. Any documents not in English must be translated into English by a recognised and independent translation service.

### **[Online applications]**

**Upload any further comments or information** to support why you should be granted a character waiver **by [date]**

To upload documents:

1. Log into your account through [www.immigration.govt.nz](http://www.immigration.govt.nz).
2. Click on 'Submitted' and select your submitted application.
3. Click 'Upload additional document' and select [document type] from the list of document types.
4. Click on 'Browse' to select the document for upload and 'Submit'.

### **What happens if you do not send any comments or additional information?**

If you do not send any comments or information by the date requested above we will proceed with considering your application based on the information you have already given us. We are unlikely to approve your application based on this information.

### **False or misleading information**

Providing false or misleading information or withholding information may make you ineligible for a visa.

### **What happens if your circumstances change?**

You must tell us about any changes to your circumstances that may affect your application for a visa, including but not limited to changes to the follow:

- ? the personal or family circumstances of any person included in the application
- ? your address or contact details (including postal address, email address, and telephone number)
- ? your business or employment
- ? your course of study if you are applying for a student visa.

If you do not tell us about changes to your circumstances, we may decline to grant a visa or you may become liable for deportation. While you are in New Zealand, you must make sure you hold a valid visa at all times.

### **Contact us**

If you have any questions, you can:

- ? call me on [Case Manager Phone Number]
- ? email me at [Case Manager Email]
- ? call our Immigration Contact Centre on 0508 55 88 55 or 09 914 4100, or for those outside of New Zealand +64 9 914 4100, or
- ? find answers to frequently asked questions or lodge an email enquiry online at [www.immigration.govt.nz/help](http://www.immigration.govt.nz/help)

You will need to tell us your application and client numbers (see the top of this letter). Please be ready to quote them when you phone.

Yours sincerely

[Case Manager Name]  
[Case Manager Designation]  
Immigration New Zealand

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT

**Application number:** [Application Number]

**Client number:** [Client Number]

[Date]

[AdviserName1]

[AdviserName2]

[AdviserStreetNumber] [AdviserStreetNamePOBoxNumber]

[AdviserSuburb]

[AdviserCity] [AdviserPostCode]

[AdviserCountry]

[NZBN\_Adviser]

Dear [Client Name]

**Application for a residence class visa:**

**Applicant:**

[Client Name]

[Secondary Applicant 1]

[Secondary Applicant 2]

[Secondary Applicant 3]

[Secondary Applicant 4]

**Date of birth:**

[Date of Birth]

[SecondaryApplicant1DateOfBirth]

[SecondaryApplicant2DateOfBirth]

[SecondaryApplicant3DateOfBirth]

[SecondaryApplicant4DateOfBirth]

Thank you for your application for residence class visa under [Application Grounds Code Level 3] category which was received on [Accepted for processing date].

**Our assessment of your application**

We have completed an assessment of your application and note that you/your adviser has acknowledged that you do not meet good character requirements for a residence class visa.

The provision(s) in New Zealand immigration instructions A5.25 (copy attached) that affect(s) you [is/are] A5.25 (x)

**[clearly identify and quote the provision(s) in A5.25 that appears to apply e.g. A5.25 (b) applies to any person who is "convicted at any time of any offence involving prohibited drugs;". This provision appears to apply to you because on [enter date of conviction] you were convicted of [state offence] and sentenced to [enter details of penalty imposed etc.].]**

**[If the applicant did not declare their conviction previously include the following sentence.]** As you did not declare this conviction on your [enter details of relevant applications] as you are required to it appears that you may have withheld material information.

This means that you are normally ineligible for a residence class visa unless the character requirement is waived.

We invite you to make comments or provide information to help us decide if your circumstances justify waiving the residence character requirement. As per A5.25.1, an immigration officer must consider the surrounding circumstances of the application to decide whether or not they are compelling enough to justify waiving the good character requirement. The circumstances include (if applicable), but are not limited to, the following factors:



- ? the seriousness of the offence (generally indicated by the term of imprisonment or size of the fine)
- ? whether there is more than one offence
- ? the significance of the false, misleading or forged information provided, or information withheld, and whether the applicant is able to supply a reasonable and credible explanation or other evidence indicating that in supplying or withholding such information they did not intend to deceive INZ
- ? how long ago the relevant event occurred
- ? whether the applicant has any immediate family lawfully and permanently in New Zealand
- ? whether the applicant has some strong emotional or physical tie to New Zealand and/or
- ? whether the applicant's potential contribution to New Zealand will be significant.

In your response, you may wish to provide comment in relation to the above, as well as any other supporting information you want to provide.

#### **Further information**

##### **[Paper applications]**

Any comments or further information to support why you think you should be granted a character waiver must be sent to this office by **[date]**.

All supporting documents must be either original or certified copies of originals and, if not in English, must be translated into English by a recognised, independent translation service.

##### **[Online applications]**

**Upload any further comments or information** to support why you should be granted a character waiver by **[date]**

To upload documents:

1. Log into your account through [www.immigration.govt.nz](http://www.immigration.govt.nz).
2. Click on 'Submitted' and select your submitted application.
3. Click 'Upload additional document' and select **[document type]** from the list of document types.
4. Click on 'Browse' to select the document for upload and 'Submit'.

#### **What happens if you do not send any comments or information?**

If you do not send any comments or information by the date requested above we will make a decision on your application based on the information you have already given us.

#### **False or misleading information**

Please note that providing false or misleading information or withholding information may make you ineligible for a visa.

#### **What happens if your circumstances change?**

You must tell us about any changes to your circumstances that may affect your application for a visa, including:

- ? your address or contact details (including postal address, email address, and telephone number)
- ? your business or employment

? your course of study, if you are applying for a student visa.

If you do not tell us about changes to your circumstances, we may decline to grant you a visa or you may become liable for deportation. While you are in New Zealand, you must hold a valid visa at all times.

### **Contact us**

If you have any questions, you can:

- ? call me on [Case Manager Phone Number]
- ? email me at [Case Manager Email]
- ? call our Immigration Contact Centre on 0508 55 88 55 or 09 914 4100, or for those outside of New Zealand +64 9 914 4100, or
- ? find answers to frequently asked questions or email us your enquiry  
[www.immigration.govt.nz/help](http://www.immigration.govt.nz/help)

You will need to tell us your application and client numbers (you will find these at the top of this letter). Please have them with you and be ready to quote them if you contact us.

Yours sincerely

[Case Manager Name]  
[Case Manager Designation]  
Immigration New Zealand

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT

**Application number:** [Application Number]

**Client number:** [Client Number]

[Date]

[AdviserName1]

[AdviserName2]

[AdviserStreetNumber] [AdviserStreetNamePOBoxNumber]

[AdviserSuburb]

[AdviserCity] [AdviserPostCode]

[AdviserCountry]

[NZBN\_Adviser]

Dear [Client Name]

**Application for a residence class visa:**

**Applicant:**

[Client Name]

[Secondary Applicant 1]

[Secondary Applicant 2]

[Secondary Applicant 3]

[Secondary Applicant 4]

**Date of birth:**

[Date of Birth]

[SecondaryApplicant1DateOfBirth]

[SecondaryApplicant2DateOfBirth]

[SecondaryApplicant3DateOfBirth]

[SecondaryApplicant4DateOfBirth]

Thank you for your letter dated [insert date of letter] providing [insert additional information provided]. I refer to my letter dated [insert date of letter] requesting **[Select one. Delete this instruction]** additional information and comments about the concerns we have regarding your character.

**Our assessment of your character**

We have completed a further assessment of your character taking into account the information and comments you provided and have concluded that you do not meet our good character requirements. This means that you are normally ineligible for a residence class visa unless the character requirements are waived.

**[If the concerns relate to A5.25(i), (j), (k) or (l) include the paragraph below. Delete these instructions]**

**[EITHER]** We have considered your information and comments regarding our concerns. However, we do not believe that your explanation(s) is/are credible because [outline the reasons the applicant's explanation is not credible].

**[OR]** You admit that you/your immigration adviser [insert what they did], but state that you did not intend to deceive Immigration New Zealand. However, we are not satisfied that your explanation(s) is/are credible because [outline the reasons the applicant's explanation is not credible].

**[OR]** We have not received a response to our request for additional information and comments about our concerns.

Based on the information before us and on the balance of probabilities, we consider it more likely than not that you [insert the relevant ground(s), using the language of the instructions, for example, committed X offence, provided misleading information/made a false submission/ made statements of the kind set out in A5.25(j) etc].

We have not made a decision on your application at this stage. We invite you to make comments or provide information to help us to decide if your circumstances justify waiving the residence class visa character requirements. As per A5.25.1, an immigration officer must consider the surrounding circumstances of the application to decide whether or not they are compelling enough to justify waiving the good character requirement. The circumstances include (if applicable), but are not limited to, the following factors:

- ? the seriousness of the offence (generally indicated by the term of imprisonment or size of the fine);
- ? whether there is more than one offence;
- ? the significance of the false, misleading or forged information provided, or information withheld, and whether the applicant is able to supply a reasonable and credible explanation or other evidence indicating that in supplying or withholding such information they did not intend to deceive INZ;
- ? how long ago the relevant event occurred;
- ? whether the applicant has any immediate family lawfully and permanently in New Zealand;
- ? whether the applicant has some strong emotional or physical tie to New Zealand;
- ? whether the applicant's potential contribution to New Zealand will be significant.

In your response, you may wish to provide comment in relation to the above, as well as any other supporting information you want to provide.

#### **Further information**

##### **[Paper applications]**

Any comments or further information must be sent by **[date]**. This should be sent to the following address: **[Write your office address into the office address placeholder below]**

Immigration New Zealand  
[Office address line 1]  
[Office address line 2]  
[Office address line 3]  
[City] [postcode]  
[COUNTRY]

All supporting documents must be either original or certified copies of originals. Any documents not in English must be translated into English by a recognised and independent translation service.

##### **[Online applications]**

**Upload any further comments or information by [date]**

To upload documents:

1. Log into your account through [www.immigration.govt.nz](http://www.immigration.govt.nz).
2. Click on 'Submitted' and select your submitted application.
3. Click 'Upload additional document' and select **[document type]** from the list of document types.
4. Click on 'Browse' to select the document for upload and 'Submit'.

#### **What happens if you do not send any comments or additional information?**

If you do not send any comments or information by the date requested above we will make a decision on your application based on the information you have already given us.

### What happens if your circumstances change?

You must tell us about any changes to your circumstances that may affect your application for a visa, including but not limited to changes to the following:

- ? the personal or family circumstances of any person included in the application
- ? your address or contact details (including postal address, email address, and telephone number)
- ? your business or employment

If you do not tell us about changes to your circumstances, we may decline to grant you a visa or you may become liable for deportation. While you are in New Zealand, you must make sure you hold a valid visa at all times.

### Contact us

**[Choose one of the following contact options as appropriate. Delete these instructions.]**

If you have any questions, you can:

- ? call me on [Case Manager Phone Number]
- ? email me at [Case Manager Email]
- ? call our Immigration Contact Centre on 0508 55 88 55 or 09 914 4100, or for those outside of New Zealand +64 9 914 4100, or
- ? find answers to frequently asked questions or lodge an email enquiry online at [www.immigration.govt.nz/help](http://www.immigration.govt.nz/help)

You will need to tell us your application and client numbers (see the top of this letter). Please be ready to quote them when you phone.

Yours sincerely

[Case Manager Name]  
[Case Manager Designation]  
Immigration New Zealand

**Application number:** [Application Number]

**Client number:** [Client Number]

[Date]

[AdviserName1]

[AdviserName2]

[AdviserStreetNumber] [AdviserStreetNamePOBoxNumber]

[AdviserSuburb]

[AdviserCity] [AdviserPostCode]

[AdviserCountry]

[NZBN\_Adviser]

Dear [Client Name]

**Application for a [Application Type] for:**

**Applicant:**

[Client Name]

[Secondary Applicant 1]

[Secondary Applicant 2]

[Secondary Applicant 3]

[Secondary Applicant 4]

**Date of birth:**

[Date of Birth]

[SecondaryApplicant1DateOfBirth]

[SecondaryApplicant2DateOfBirth]

[SecondaryApplicant3DateOfBirth]

[SecondaryApplicant4DateOfBirth]

Thank you for your application for a temporary entry class visa under [Application Type], which we received on [Date Tendered].

#### **Our assessment of your application**

We have completed an initial assessment of your application and it appears you may not meet the good character requirements for a temporary entry class visa.

**[Use the relevant instructions as outlined below. Delete these instructions]**

The provision(s) in character instructions A5.45 (copy attached) that appear(s) to affect you [is/are] A5.45 [x] [clearly identify and quote the provisions in A5.45 that appear to apply and the evidence which is used in assessing the application against this criteria e.g. the offence(s) they were convicted of and/or their failure to declare. Delete these instructions.].

We have not made a decision on your application at this stage. We would like to invite you to comment or provide information in response to our concerns.

#### **You may provide further information**

Any comments or further information must be provided by [date]. If you don't agree that the provisions we have outlined in this letter apply, you will need to provide us evidence to support this.

**[Either: TEMPORARY ENTRY paper applications only or originals required. Delete reference to original documents if it does not apply. Write your office address into the placeholder below. Delete if not applicable]**

We recommend that you email your comments and further information to me at [Case Manager Email] or, if you are submitting original documents, you can send them to the following address:

Immigration New Zealand  
[Office address line 1]  
[Office address line 2]  
[Office address line 3]  
[City] [Postcode]  
[COUNTRY]

**[Or: TEMPORARY ENTRY Online applications. Delete if not applicable. Delete these instructions.]**

Please upload additional comments and information to your online account.

To upload documents:

1. Log into your account through [www.immigration.govt.nz](http://www.immigration.govt.nz).
2. Click on 'Submitted' and select your submitted application.
3. Click 'Upload additional document' and select [document type] from the list of document types.
4. Click on 'Browse' to select the document for upload and 'Submit'.

Please note that any documents you provide not already in English must be translated into English by a recognised, independent translation service.

#### **What happens if you do not send any comments or additional information?**

If you do not send us any comments or additional information by the date above, we will make a decision on your application based on the information you have already given us.

#### **False or misleading information**

Please note that providing false or misleading information or withholding information may make you ineligible for a visa.

#### **What happens if your circumstances change?**

You must tell us about any changes to your circumstances that may affect your application for a visa, including changes to:

- ? the personal or family circumstances of any person included in the application
- ? changes to your address or contact details (including postal address, email address, and telephone number)
- ? changes to your business or employment
- ? your study, if you are applying for a student visa.

If you do not tell us about changes to your circumstances, we may refuse to grant you a visa or if you are in New Zealand, you may become liable for deportation.

#### **Contact us**

If you have any questions, you can:

- ? call me on [Case Manager Phone Number]
- ? email me at [Case Manager Email]
- ? call our Immigration Contact Centre on 0508 55 88 55 or 09 914 4100, or for those outside of New Zealand +64 9 914 4100, or

? find answers to frequently asked questions or email us your enquiry online at <http://kb.immigration.govt.nz/>

You will need to tell us your application and client numbers when you contact us (you will find these at the top of this letter). Please have them with you and be ready to quote them if you phone us.

Yours sincerely

[Case Manager Name]  
[Case Manager Designation]  
Immigration New Zealand

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT



**Application number:** [Application Number]

**Client number:** [Client Number]

[Date]

[AdviserName1]

[AdviserName2]

[AdviserStreetNumber] [AdviserStreetNamePOBoxNumber]

[AdviserSuburb]

[AdviserCity] [AdviserPostCode]

[AdviserCountry]

[NZBN\_Adviser]

Dear [Client Name]

**Application for a [Application Type] for:**

**Applicant:**

[Client Name]

[Secondary Applicant 1]

[Secondary Applicant 2]

[Secondary Applicant 3]

[Secondary Applicant 4]

**Date of birth:**

[Date of Birth]

[SecondaryApplicant1DateOfBirth]

[SecondaryApplicant2DateOfBirth]

[SecondaryApplicant3DateOfBirth]

[SecondaryApplicant4DateOfBirth]

Thank you for your application for a temporary entry class visa under [Application Type] - [Application Grounds Code Level 3] that we received on [Date Tendered].

**Our assessment of your application**

We have assessed your application and note that [you have/your adviser has] acknowledged that you do not meet good character requirements for a temporary entry class visa.

The provision(s) in New Zealand immigration instructions A5.45 (copy attached) that affect(s) you [is/are] A5.45 (x) [clearly identify and quote the provision(s) in A5.45 that appears to apply i.e. the offences they were convicted of/are under investigation for.]

[If the applicant did not declare their conviction(s) previously include the following sentence] As you did not declare this conviction on your [enter details of relevant application] as you were required to, it appears you may have withheld material information.

This would normally make you ineligible for a temporary entry class visa unless we waive the character requirement. We would like to invite you to provide comment or more information to help us to decide if your circumstances justify us waiving the temporary entry character requirement.

**Further information**

Any comments or further information must be sent to us by [date].

[Either: Paper applications or originals required. Delete reference to original documents if it does not apply. Write your office address into the placeholder below. Delete if not applicable. Delete these instructions.]

We recommend that you email your comments and/or additional information to me at [Case Manager Email] or, if you are submitting original documents, you can send them to the following address:

Immigration New Zealand  
[Office address line 1]  
[Office address line 2]  
[Office address line 3]  
[City] [postcode]  
[COUNTRY]

**[Or: ONLINE applications. Delete if not applicable. Delete these instructions.]**

Please upload your comments and additional information to your online account.

To upload documents:

1. Log into your account through [www.immigration.govt.nz](http://www.immigration.govt.nz).
2. Click on 'Submitted' and select your submitted application.
3. Click 'Upload additional document' and select [document type] from the list of document types.
4. Click on 'Browse' to select the document for upload and 'Submit'.

Please note that any documents not in English must be translated into English by a recognised, independent translation service.

**What happens if you do not send any comments or additional information?**

If you do not send any comments or additional information to us by the date above we will decide your application based on the information you have already given us.

**False or misleading information**

Please note that providing false or misleading information or withholding information may make you ineligible for a visa.

**What happens if your circumstances change?**

You must tell us about any changes to your circumstances that may affect your visa application including changes to the following:

- ? the personal or family circumstances of any person included in the application
- ? your address or contact details (including postal address, email address, and telephone number)
- ? your business or employment and
- ? your course of study if you are applying for a student visa.

If you do not tell us about any change to your circumstances, we may decline your visa application or you may become liable for deportation. While you are in New Zealand, you must hold a valid visa at all times.

**Contact us**

If you have any questions, you can:

- ? call me on [Case Manager Phone Number]
- ? email me at [Case Manager Email]
- ? call our Immigration Contact Centre on 0508 55 88 55 or 09 914 4100, or for those outside of New Zealand +64 9 914 4100, or

? find answers to frequently asked questions or email us your enquiry at [www.immigration.govt.nz/help](http://www.immigration.govt.nz/help).

You will need to tell us your application and client numbers (you will find these at the top of this letter). Please have them with you and be ready to quote them if you contact us.

Yours sincerely

[Case Manager Name]  
[Case Manager Designation]  
Immigration New Zealand

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**Application number:** [Application Number]

**Client number:** [Client Number]

[Date]

[AdviserName1]

[AdviserName2]

[AdviserStreetNumber] [AdviserStreetNamePOBoxNumber]

[AdviserSuburb]

[AdviserCity] [AdviserPostCode]

[AdviserCountry]

[NZBN\_Adviser]

Dear [Client Name]

**Application for a [Application Type] for:**

**Applicant:**

[Client Name]

[Secondary Applicant 1]

[Secondary Applicant 2]

[Secondary Applicant 3]

[Secondary Applicant 4]

**Date of birth:**

[Date of Birth]

[SecondaryApplicant1DateOfBirth]

[SecondaryApplicant2DateOfBirth]

[SecondaryApplicant3DateOfBirth]

[SecondaryApplicant4DateOfBirth]

Thank you for your letter dated [insert date of letter] providing / I refer to my letter dated [insert date of letter] requesting [select one. Delete this instruction] additional information and comments about the concerns we have regarding your character.

**Our assessment of your character**

We have completed a further assessment of your character taking into account the information and comments you have provided and have concluded that you do not meet our good character requirements. This means that you are normally ineligible for a temporary entry class visa (unless the character requirements are waived).

**[If the concerns relate to A5.45 (b) or (e) include the paragraph below. Delete these instructions]**

We have considered your information and comments regarding our concerns. However, we do not believe that your explanation(s) is/are credible because [outline the reasons the applicant's explanation is not credible].

**[OR]** You admit that you/your immigration adviser [insert what they did] but state that you did not intend to deceive INZ. However, we are not satisfied that your explanation(s) is/are credible because [outline the reasons the applicant's explanation is not credible].

**[OR]** We have not received a response to our request for additional information and comments about our concerns.

Based on the information before us and on the balance of probabilities, we consider it more likely than not that you [insert the relevant ground(s), using the language of the instructions, for example, committed X offence, has been charged with or is under investigation for X offence, provided misleading information/made a false submission/submitted forged evidence/withheld material information.]

We have not made a final decision on your application at this stage. We invite you to make comments or to provide further information to help us decide whether your circumstances justify waiving the temporary entry character requirements.

### Further information

Any comments or further information must be provided by **[date]**.

The relevant provisions of New Zealand immigration instructions A5.45 and A5.45.1 are attached. Please read these as they set out the relevant character requirements, including what matters will be taken into account when a character waiver is considered.

**[Either: for Paper applications or originals required. Delete reference to original documents if it does not apply. Write your office address into the placeholder below. Delete if not applicable. Delete these instructions.]**

We recommend that you email your comments and/or additional information to me at [Case Manager Email] or, if you are submitting original documents, you can send them to the following address:

Immigration New Zealand  
[Office address line 1]  
[Office address line 2]  
[Office address line 3]  
[City] [postcode]  
[COUNTRY]

**[OR: for Online applications. Delete if not applicable. Delete these instructions.]**

Please upload your comments and additional information to your online account.

To upload documents:

1. Log into your account through [www.immigration.govt.nz](http://www.immigration.govt.nz).
2. Click on 'Submitted' and select your submitted application.
3. Click 'Upload additional document' and select **[document type]** from the list of document types.
4. Click on 'Browse' to select the document for upload and 'Submit'.

Please note that any documents not in English must be translated into English by a recognised, independent translation service.

### What happens if you do not send any comments or additional information?

If you do not send any comments or additional information to us by the date above we will decide your application based on the information you have already given us.

### What happens if your circumstances change?

You must tell us about any changes to your circumstances that may affect your visa application including changes to the following:

- ? the personal or family circumstances of any person included in the application
- ? your address or contact details (including postal address, email address, and telephone number)
- ? your business or employment and
- ? your course of study if you are applying for a student visa.

If you do not tell us about any change to your circumstances, we may your visa application or you may become liable for deportation. While you are in New Zealand, you must hold a valid visa at all times.

**Contact us**

If you have any questions, you can:

- ? call me on [Case Manager Phone Number]
- ? email me at [Case Manager Email]
- ? call our Immigration Contact Centre on 0508 55 88 55 or 09 914 4100, or for those outside of New Zealand +64 9 914 4100, or
- ? find answers to frequently asked questions or email us your enquiry at [www.immigration.govt.nz/help](http://www.immigration.govt.nz/help).

You will need to tell us your application and client numbers (you will find these at the top of this letter). Please have them with you and be ready to quote them if you contact us.

Yours sincerely

[Case Manager Name]  
[Case Manager Designation]  
Immigration New Zealand

RELEASED UNDER THE  
OFFICIAL INFORMATION ACT