

# Global Process Manual

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## Creation/Lodgement of EOI

### When to use

When an INZ 1202 Parent Category Expression of Interest (EOI) form has been provided for a Parent Category resident visa.

### Role

- Support Officer
- Immigration Manager

### Guidelines

Follow the timeframes in the table below when lodging a Parent Category Expression of Interest (EOI)

Situation	Timeframe
Parent EOI complete - Lodge EOI.	Complete lodgement, scan and upload to MAKO and transfer AMS application to process office within seven working days.
Fee declined	Contact applicant within 48 hours and request fee. Applicant has two working days (from contact) to provide fee. RFL EOI on third working day if above deadline not met. See SOP <a href="#">Return Failed Lodgement</a>
Mandatory documents missing	Identify missing documents and contact applicant within 48 hours of receipt of EOI. Applicant has two working days (from contact) to provide missing documents. RFL EOI on third working day if above deadline not met. See SOP <a href="#">Return Failed Lodgement</a>

### Steps

1. Confirm if the principal parent and their partner (if included in the EOI) have existing identities within AMS.

To do so:

- Search AMS for the parent/partner
- Click on the Client button from the AMS toolbar. The AMS - Client Search screen should appear.
- Enter parent's and/or partner's details in the applicable search boxes and click find now.
- The search results will be listed below the Client Search screen.
- **Note: when searching for the parent/partner, use an asterisk (\*) as this will enable a wildcard search which will populate more results based on t information entered.**


If...	Then...
If the parent/partner can be located in AMS	Go to Step 2
If the parent/partner cannot be located in AMS	Create a new Client ID within AMS for the person, then proceed to step 2.

2. Check for previously withdrawn Parent Category EOIs

If...	Then...
If the principal parent previously	Contact the client to confirm whether they want their EOI to be re-

submitted a Parent Category EOI on or before 7 October 2019 and withdrew that EOI before 12 October 2022.	submitted into the queue OR if they want to submit an EOI into the Ballot instead. If they choose to have their EOI submitted into the Ballot, proceed to step 3. If they choose to have their EOI re-submitted into the queue, an IM may waive by special direction the approved form requirement, add a note to AMS stating the waiver reason under regulation 34(1)(d), then follow the process outlined in <a href="#">Parent Category re-submit EOI SOP</a>
If no such Parent Category EOI history is found in AMS.	Proceed to step 3


### 3. Add the appropriate EOI to the parent's record.

Once you have added or found the client, click on the Add icon . The New Application screen will appear. Follow the guide here: [AMS Manual and rai Family Parent EOI under Special, Expression of Interest, Family Parent \(Ballot\)](#).

Backdate the tendered date of the new EOI to the date the EOI was received.

The EOI will be created in AMS with a 'Tendered' status.

### 4. Check mandatory documents

Select the application by double clicking it from the Applications tab. Open the Expression of Interest - Family Parent (Ballot) application and select the Process Lodgements button .

Check off the documents the parent has provided with their EOI against the lodgement questions listed on the Lodgement screen and ensure that all mandatory questions on the form have been answered.

They must include a signed form **and** pay the required fee.

If...	Then...
The mandatory lodgement requirement/s have been met and relevant questions answered.	Select Yes to the lodgement question for each lodgement requirement. Go to step 7 below.
The mandatory lodgement requirement/s have not been met and/or relevant questions not answered.	Select No to the lodgement question for each lodgement requirement.
The mandatory lodgement requirement/s have not been provided but additional information has been requested and is pending a response.	Lodgement deferred. Questions to be completed - once additional information is provided. Once provided, refer to steps above. If additional information is not received within two working days (of contact), RFL the EOI on third working day if above deadline not met. See SOP <a href="#">Return Failed Lodgement</a>

### 5. Update the parent's Client ID in AMS as appropriate


- update current address using the *Address* tab
- update family members using the *Family* tab
- add the sponsor(s)/supporting partner, and, if applicable, immigration adviser details using the *Contacts* tab.

### 6. Process application fee

Add details to AMS under the Finance tab.

Note: Only one fee will be paid for multiple people included in the EOI where one is the principal parent, and one is their partner.

### 7. Complete the EOI lodgement process in AMS

Select the EOI by double clicking it from the Applications tab. Open the Expression of Interest - Family Parent (Ballot) application and select the Lodgement button .

Backdate the 'Accepted' date to the date all required documentation were received. If this was at the date of submission, the accepted date should be backdated to the 'tendered' date.

When the lodgements and fees are completed successfully, the new EOI status will updated to 'Accepted.'

The Decision field in AMS under the summary tab will be blank.

### 8. Finalise lodgement of the application.

Click OK to return to the *Applicants* tab in AMS.

### 9. Process original documents

- scan any original documents (such as EOI application form)
- name it according to the EOI number (i.e. the AMS application number) raised in AMS
- if a new EOI, place in the MAKO folder named [Parent \(Ballot\) EOI](#)
- archive the physical EOI form in accordance with current MBIE records management policy.

### 10. Email an acknowledgment letter to client

Generate a Parent Category EOI Acknowledgement letter (E15) in AMS and e-mail it to the principal parent (or alternative contact as identified in EOI) w receipt attached.

### 11. Complete EOI lodgement Check List

END

See Also

[Expression of Interest \(EOI\)](#)  
[Consider and Decide EOI](#)  
[Re-submit EOI](#)  
[Update EOI](#)  
[Withdrawal and Refund EOI](#)

## Consider and Decide EOI

**Date Published:** 30 MAY 2023

**Classification:** Unclassified

### When to use

When determining whether to issue an invitation to apply (ITA) for a Parent Category residence visa.

### Role

- Immigration Officer (IO)
- Senior Immigration Officer

### Guidelines

The decision to issue an ITA for a residence visa under the Parent Category is based on a quick, high-level consideration of the information pro in the EOI.

All information provided at EOI stage is taken at face value. At this stage, an IO is considering whether the claims in the EOI are credible and sufficient to meet the requirements of the Parent Category. A full assessment of the requirements is undertaken at the application stage.

Follow the guidelines in Immigration Administration Circular ([IAC 14-01](#)) for considering a Parent Category EOI.

Consideration of EOIs drawn from the ballot pool should be completed within 10 working days.

EOIs from the queued pool should be completed prior to the next ballot.

Whilst not applicants, for the purpose of this SOP, principal applicant (PA), will refer to the principal parent and secondary applicant (SA) will to their partner.

### Related Resources

- [IAC 14-01](#)

### Assessment Template

Use the [Parent Category EOI Credibility Check Template](#) to detail findings of the credibility check.

### Prerequisite

The principal applicant's AMS record (Client Details screen) is open.

## Steps

### 1. Check status of the PA, and SA if applicable, in AMS

If...	Then...
The status of the PA and SA in AMS is <b>IN</b> or <b>OUT</b> and they do not hold a resident visa	Go to <b>Step 2</b>
The PA currently holds a resident visa Or The PA and the SA hold a resident visa	The client will not be invited to apply as they already hold residency. The outcome email should explain this. <ul style="list-style-type: none"> <li>Go to <b>Step 8</b></li> </ul>
The SA (if applicable) holds a resident visa	<ul style="list-style-type: none"> <li>Note the concern</li> <li>Go to <b>Step 2</b></li> </ul>
The PA status in AMS is DEAD or information has been provided indicating they have died	See <a href="#">Visa Pak 362</a> Go to <b>Step 8</b>
The PA/SA status in AMS is UNLI	They will not be able to apply for a resident visa –until UNLI status is resolved See section 169 of the Immigration Act 2009. <ul style="list-style-type: none"> <li>Note the concern</li> <li>Go to <b>Step 2</b></li> </ul>

### 2. Locate EOI forms

- In AMS, note the EOI application number

If...	Then...
The EOI was "accepted" before 12 October 2022	Access the MAKO folder named <a href="#">Parent (Queue) EOI</a> <ul style="list-style-type: none"> <li>Search for the client using their application number</li> <li>Open the relevant folder to access the forms</li> </ul>
The EOI was "accepted" on or after 12 October 2022	<ul style="list-style-type: none"> <li>Access the MAKO folder named <a href="#">Parent (Ballot) EO</a></li> <li>Search for the client using their application number</li> <li>Open the relevant folder to access the forms</li> </ul>

### 3. Review the information supplied in the relevant forms

- Review all EOI forms attached.
- Refer to the information in the most recent form when completing the credibility check.
- The forms are:
  - INZ EOI form (INZ1202)
  - INZ Resubmission of EOI form (INZ1374)
  - INZ EOI update form (INZ1249)

If...	Then...
Only INZ EOI form (INZ1202) has been submitted	Go to <b>Step 4</b>

<p>INZ EOI form (INZ1202) has been submitted with either, INZ Resubmission of EOI form (INZ1374) Or INZ EOI update form (INZ1249)</p>	<ul style="list-style-type: none"> <li>• Use the information in the most recent form when completing the credibility check. (This will usually be INZ1374 or INZ1249).</li> <li>• Go to <b>Step 4</b></li> </ul>
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#### 4. Check the information provided matches the information in AMS

If the client bio details or identity documents in the most recent EOI form...	Then...
are consistent with the details held in AMS	Go to <b>Step 5</b>
are inconsistent with the client details in AMS And The EOI form has been updated more recently than AMS	<ul style="list-style-type: none"> <li>• Check evidence that satisfies the new information (i.e., marriage certificate for name change)</li> <li>• Update AMS to match new information</li> </ul> <p>See SOP <a href="#">Edit Identities in AMS</a></p> <ul style="list-style-type: none"> <li>• Go to <b>Step 5</b></li> </ul>
are inconsistent with the client details in AMS And The information in AMS is more recent	<ul style="list-style-type: none"> <li>• Note the Concern</li> <li>• Go to <b>Step 5</b></li> </ul>

#### 5. Consider all requirements

- Complete a prima facie (take at face value) check of all requirements, based on information that is readily available.
- Refer to the EOI forms as the primary source of information however, if relevant information comes to light from other sources e.g., AMS warnings, information may inform the outcome.
- Follow guidelines in paragraphs 7-17 of IAC [14-01](#) for considering a Parent Category EOI.

##### a. Health requirements

If, on face value...	Then...
The PA (and SA) meets the health requirements Or The PA and/or SA has a medical condition but is eligible for a medical waiver as per A4.60	Go to <b>Step 5b</b>
The SA does not meet health requirements because they have a condition listed in A4.60(a) and are therefore not eligible for a medical waiver	<ul style="list-style-type: none"> <li>• Note the concern</li> <li>• Go to <b>Step 5b</b></li> </ul>
The PA does not meet health requirements because they have a condition listed in A4.60 and are therefore not eligible for a medical waiver	<ul style="list-style-type: none"> <li>• Note the concern</li> <li>• Go to <b>Step 5b</b></li> </ul>

##### a. Character requirements

If, on face value...	Then...
The PA (and SA) meets the character requirements	Go to <b>Step 5c</b>
The SA does not meet the character requirements	<ul style="list-style-type: none"> <li>• Note the concern</li> <li>• Go to <b>Step 5c</b></li> </ul>

The PA does not meet character requirements as they are a person described by section 15 or 16 of the <a href="#">Immigration Act 2009</a> .	<ul style="list-style-type: none"> <li>• Note the concern</li> <li>• Go to <b>Step 5c</b></li> </ul>
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**a. English language requirements**

Parent Category applicants must meet the minimum standard of English or the requirements to pre-purchase English for speakers of other languages (ESOL tuition – see F4.25(a)).

At EOI stage, it is sufficient for the applicant(s) to indicate that they meet this requirement through evidence or agreement to pre-purchase ESOL tuition.

Go to **Step 5d**.

**a. Dependent child(ren) requirements**

If, on face value...	Then...
The PA (and SA) has no dependent children as set out in Immigration Instructions F4.20	<ul style="list-style-type: none"> <li>• Go to <b>Step 5e</b></li> </ul>
The PA and/ or SA has a child who will still be considered a dependant after the 4-month ITA period	<ul style="list-style-type: none"> <li>• Note the concern</li> <li>• Go to <b>Step 5e</b></li> </ul>

**a. Sponsor's eligibility**

If, on face value...	Then...
The sponsor(s) meet the sponsorship requirements as set out in F4.35.1	Go to <b>Step 6</b>
Sponsor income is not declared because they previously relied on the Tier One option for guaranteed lifetime income or settlement funds, or Sponsor income is declared at a level below current requirement	<ul style="list-style-type: none"> <li>• Note the concern</li> <li>• Go to <b>Step 6</b></li> </ul>
The sponsor(s) does not meet the sponsorship requirements as set out in F4.35.1	<ul style="list-style-type: none"> <li>• Note the concern</li> <li>• Go to <b>Step 6</b></li> </ul>

**6. Send Request for further information (RFI)**

While the consideration of an EOI should be a quick face value check of the claims made in the EOI and there is not normally a requirement to seek further information, in rare cases it may be appropriate to contact the applicant(s) before making a decision as to whether to issue an ITA.

Consider any concerns that have been noted. See SOP [Request additional information](#)

If the concern is...	Then...
The PA or SA is UNLI And Based on your assessment they would meet the requirements for an ITA if this were resolved	Go to <b>Step 7</b>
The PA or SA is UNLI And based on your assessment would not meet the requirements for an ITA if this were resolved	<ul style="list-style-type: none"> <li>• Make a note to inform the applicant(s) of their UNLI status</li> <li>• Go to <b>Step 8</b></li> </ul>
The PA does not meet health requirements because they have a condition listed in A4.60 Or The PA does not meet character requirements as they are a person described by section 15 or 16 of the <a href="#">Immigration Act 2009</a> .	<ul style="list-style-type: none"> <li>• Make a note to inform the applicant that they do not meet the criteria for an ITA.</li> <li>• If the SA meets the criteria as PA, inform the client of this and ask whether they would like to proceed with only the SA.</li> <li>• Go to <b>Step 8</b></li> </ul>

The PA and/ or SA has a dependent child	<ul style="list-style-type: none"> <li>• Make a note to inform applicant(s) that they do not meet criteria to be issued an ITA</li> <li>• Go to <b>Step 8</b></li> </ul>
Sponsor income is not declared because they previously relied on the Tier One option for guaranteed lifetime income or settlement funds, or Sponsor income is declared at a level below current requirement	<ul style="list-style-type: none"> <li>• Use template E11 to send the PA or contact person an RFI to request an updated declaration that the sponsor meets the current requirements set out in F4.35.1</li> <li>• Attach the EOI update form (<a href="#">INZ1249</a> )</li> </ul>
Details provided in the EOI form are inconsistent with the client details in AMS And The information in AMS is more recent	<ul style="list-style-type: none"> <li>• Contact the PA and/or the contact person to request they complete INZ EOI update form (<a href="#">INZ1249</a> )</li> </ul>
The SA holds a residence visa OR The SA does not meet health requirements because they have a condition listed in A4.60 and are therefore not eligible for a medical waiver OR The SA does not meet the character requirements	<ul style="list-style-type: none"> <li>• Send the PA or contact person an RFI to explain that since the SA has residence or does not meet the health/character requirements the ITA cannot be issued to update their EOI</li> <li>• Attach the EOI update form (<a href="#">INZ1249</a> )</li> <li>• PA can then choose whether to update the form, removing the SA</li> </ul>

- Allow 10 working days for updated information

If a response...	Then...
Is received in 10 working days And address the concerns	<ul style="list-style-type: none"> <li>• Update AMS as necessary</li> <li>• Go to <b>Step 8</b></li> </ul>
Is received in 10 working days and doesn't address the concerns OR Is not received	<ul style="list-style-type: none"> <li>• Go to <b>Step 8</b></li> </ul> <p><b>Note:</b> If the RFI is relating to the SA. Explain in the RFI that an ITA cannot be issued as the SA does not meet criteria. Providing the relevant forms enables the client to reapply as a single applicant.</p>

#### 7. Resolve UNLI status

- RFI using TLS template E18a and email the request to the client
- In AMS notes, record:
  - that the EOI has been selected pending resolution of the UNLI status and correspondence has been sent to the client,
  - any given timeframes. Action must be taken by the PA/SA within 10 working days of contact being made

If...	Then...
After 10 working days no evidence has been received, or no section 61 request has been made	Go to <b>Step 8</b>
A section 61 request has been made within 10 working days of contact	<ul style="list-style-type: none"> <li>• Contact <a href="mailto:s61@mbie.govt.nz">s61@mbie.govt.nz</a> and ask to be kept informed about the outcome.</li> <li>• Hold the EOI until a decision has been made on the section 61 request.</li> </ul>

	<ul style="list-style-type: none"> <li>• If after 10 Days the visa status has changed to IN or OUT, Go to Step 8</li> </ul>
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**8. Complete credibility check template**

- Complete the [EOI credibility check template](#)
- Copy and paste the document into AMS
- Print a copy
- Save the printed copy and add to the physical file (for paper applications only)

**9. Complete the determination screen in AMS**

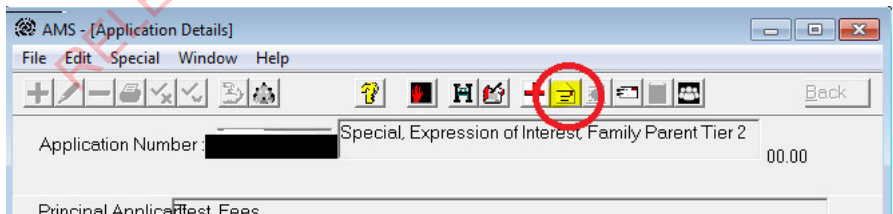
No	Yes	Waive	In Progress	Description	Details
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Medical requirements met?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Character requirements met?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	English language requirements met?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sponsor(s) eligible?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Family relationship declared?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sponsor(s) meet the income requirement?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Applicants do not have any dependent children?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is secondary applicant the partner of the Principal Applicant?	BUSP ART
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Exception to instructions	EXCP TYPE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All other requirements met?	

**Note:** requirements cannot be waived when considering an EOI. To issue an ITA the IO must be satisfied that each requirement can be met when the applicant applies for the resident visa.

If, on face value...	Then...
The PA (and SA) meets the requirements	Go to <b>Step 10</b>
The PA (and SA) does not meet the requirements	Go to <b>Step 12</b>

**10. Approve the EOI in AMS**

- Select the ITA button.



- Enter the ITA date so that 'Invitation to apply issued' is showing and the status updates to 'completed'.

**11. Create and send the ITA letter**

- In the AMS template letter system, access template letter E18 Parent Category ITA
- Follow the prompts to complete the letter
- Save letter as 'final'
- Save a version of the letter as PDF
- Open ITA email template
- Enter client details



- Attach
  - the ITA letter PDF
  - Parent Category Residence Application form (INZ 1206).
  - Sponsorship form for Residence for applications under the Parent Category (INZ 1024).
  - National Security check (If applicable)
- Remove references to forms that are not relevant to this visa type
- Email the ITA letter to the PA or relevant contact person as identified in their EOI
- Go to **Step 13**

**12. Do not issue ITA**

- Open the AMS template letter system and select the template letter E17 Parent Category EOI decline
- Follow the prompts to complete the letter
- Save the letter as 'final'.
- Email the letter to the PA or relevant contact person as identified in their EOI

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**Note:** In the email to applicants who are UNLI. Inform them of their unlawful status and provide details on the steps they should take to resolve it [INZ website](#) .

**13. Create AMS note**

- Create a note in AMS

If an ITA...	Then...
Is being issued	Paste the issue ITA email into the notes section with the heading 'ITA ISSUED'
Is not being issued	Add a note confirming EOI decline has been sent

END.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

# Global Process Manual

You are here: [Residence](#) > [Parent Category](#) > [Expression of Interest \(EOI\)](#) > [Re-submit EOI](#)

## Re-submit EOI

### When to use

When an INZ 1374 Parent Category Resubmission of an Expression of Interest (EOI) form has been provided for a Parent Category resident visa.

### Role

- Support Officer
- Immigration Manager

### Guidelines

Follow the timeframes in the table below when lodging a re-submitted Parent Category Expression of Interest (EOI).

Situation	Timeframe
Parent EOI re-submission complete - Lodge EOI.	Complete lodgement, scan and upload to MAKO and transfer AMS application to processing office within seven working days.
Fee declined	Contact applicant within 48 hours and request fee. Applicant has two working days (from contact) to provide fee. RFL EOI on third working day if above deadline not met. See SOP <a href="#">Return Failed Lodgement</a>
Mandatory documents missing	Identify missing documents and contact applicant within 48 hours of receipt of EOI. Applicant has two working days (from contact) to provide missing documents. RFL EOI on third working day if above deadline not met. See SOP <a href="#">Return Failed Lodgement</a>

### Steps

1. Confirm if the principal parent and their partner (if included in the EOI) have existing identities within AMS.

To do so:

- Search AMS for the parent/partner
- Click on the Client button from the AMS toolbar. The AMS - Client Search screen should appear.
- Enter parent's and/or partner's details in the applicable search boxes and click find now.
- The search results will be listed below the Client Search screen.


**Note: when searching for the parent/partner, use an asterisk (\*) as this will enable a wildcard search which will populate more results based on the information entered.**

If..	Then...
If the parent/partner can be located in AMS and the principal parent previously submitted a Parent Category EOI on or before 7 October 2019 and withdrew that EOI before 12 October 2022.	Proceed to step 2
If the parent/partner can be located in AMS but no such Parent Category EOI history is found in AMS	They may have filled in the INZ 1374 form rather than the INZ 1202 form by mistake seeking to enter the Ballot Pool. An IM may waive by special direction the approved form requirement and add a note to AMS stating the waiver reason under regulation 34(1)(d), then proceed to Step 3 in the Parent Category <a href="#">EOI</a> <a href="#">Creation/Lodgment</a> SOP

<p>If the parent/partner cannot be located in AMS</p>	<p>They may have filled in the INZ 1374 form rather than the INZ 1202 form by mistake seeking to enter the Ballot Pool.                  Create a new Client ID within AMS for the person.                  An IM may waive by special direction the approved form requirement and add a note to AMS stating the waiver reason under regulation 34(1)(d), then proceed to Step 3 in the Parent Category <a href="#">EOI</a>  <a href="#">Creation/Lodgment</a> SOP</p>
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**Note: If the approved form requirement is waived by special direction (by someone delegated appropriately) the EOI can be submitted into the ballot without the parent submitting the approved INZ 1202 form.**

**2. Add the appropriate re-submitted EOI to the parent’s record.**

Once you have found the client, click on the Add icon . The New Application screen will appear. Follow the guide here: [AMS Manual](#) and raise a Family Parent EOI under Special, Expression of Interest, Family Parent.

Backdate the tendered date of the new EOI to that of the previously withdrawn EOI to reflect the submission date.

The EOI will be created in AMS with a ‘Tendered’ status.

**3. Check mandatory documents**

Select the application by double clicking it from the Applications tab. Open the Expression of Interest - Family Parent application and select the Process Lodgements button .

Check off the documents the parent has provided with their EOI against the requirements listed on the Lodgement screen and ensure that all mandatory questions on the form have been answered.

They must include a signed form **and** pay the required fee.

If...	Then...
The mandatory lodgement requirement/s have been met and relevant questions answered.	Select Yes to the lodgement question for each lodgement requirement. Go to step 7 below.
The mandatory lodgement requirement/s have not been met and/or relevant questions not answered.	Select No to the lodgement question for each lodgement requirement.
The mandatory lodgement requirement/s have not been provided but additional information has been requested and is pending a response.	Lodgement deferred. Questions to be completed once additional information is provided. Once provided, refer to steps above.

**4. Update the parent’s Client ID in AMS as appropriate**


- update current address using the *Address* tab
- update family members using the *Family* tab
- add the sponsor(s)/supporting partner, and, if applicable, immigration adviser details using the *Contacts* tab.

**5. Process application fee**

Add details to AMS under the Finance tab.

Note: Only one fee will be paid for multiple people included in the EOI where one is the principal parent, and one is their partner.

**6. Complete the EOI lodgement process in AMS**

Select the EOI by double clicking it from the Applications tab. Open the Expression of Interest - Family Parent application and select the Process Lodgements button .

Backdate the ‘Accepted’ date to the original ‘accepted date of the EOI that was withdrawn.

When the lodgements and fees are completed successfully the new EOI status will update to ‘Accepted.’

The Decision field in AMS under the summary tab will show ‘in pool’ for EOIs that were re-submitted.

**7. Finalise lodgement of the application.**

Click OK to return to the Applicants tab in AMS.

If...	Then...
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The parent has met lodgement requirements	Proceed to Step 8
The parent has not met lodgement requirements	Use your judgement to decide whether to return the EOI failed lodgements (RFL) or hold the EOI and request further information or documents from the applicant.

#### 8. Process original documents

- scan any original documents (such as EOI application form)
- name it according to the EOI number (i.e. the AMS application number) raised in AMS
- if a re-submitted EOI, place in MAKO folder named [Parent \(Queued\) EO](#)
- archive the physical EOI form in accordance with current NADO physical file processes.

#### 9. Email an acknowledgment letter to client

Generate a Parent Category EOI Resubmission Acknowledgement letter (E15a) in AMS and email it to the principal parent (or alternative contact as identified in EOI) with receipt attached.

Note: if the approved form requirement is waived by special direction (by someone delegated appropriately), and the EOI has been submitted to the Ballot Pool this should be outlined clearly in the letter.

#### 10. Complete EOI lodgement Check List

END

See Also

- [Expression of Interest \(EOI\)](#)
- [Creation/Lodgement of EOI](#)
- [Consider and Decide EOI](#)
- [Update EOI](#)
- [Withdrawal and Refund EOI](#)

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# Global Process Manual

You are here: [Residence](#) > [Parent Category](#) > [Expression of Interest \(EOI\)](#) > [Update EOI](#)

## Update EOI

### When to use

When updating an existing Expression of Interest (EOI) for a Parent Category Resident visa.

### Role

- Support Officer

### Steps

#### 1. Updating the EOI

If...	Then...
<ul style="list-style-type: none"> <li>• The parent has provided new information on the INZ1249 EOI update application form</li> </ul>	<ul style="list-style-type: none"> <li>• Enter a note into AMS stating what information has been updated/changed.</li> <li>• Save scanned INZ1249 form to the applicable MAKO folder based on the original submission date of the EO (starting with the oldest first).</li> <li>• Name the form with the existing EOI number and a 'u' suffix to denote that the file is an EOI update form e.g. 1234567u.</li> </ul>

END

#### See Also

- [Expression of Interest \(EOI\)](#)
- [Creation/Lodgement of EOI](#)
- [Consider and Decide EOI](#)
- [Re-submit EOI](#)
- [Withdrawal and Refund EOI](#)

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# Global Process Manual

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## Withdrawal and Refund EOI

### When to use

When withdrawing and refunding an existing Expression of Interest (EOI) for a Parent Category Resident visa.

### Role

- Support Officer

### Guidelines

Action	Timeframe
Withdraw and refund existing Parent Category EOI	Within 7 days of a completed Refund Request Form being received

### Pre-requisites

- The Parent Category EOI has not been drawn from the pool; and
- The client has provided a completed Customer Refund Request Form.

### Steps

#### 1. Review the Customer Refund Form

If...	Then...
<ul style="list-style-type: none"> <li>• The parent has provided a completed <a href="#">Customer Refund Request Form</a></li> </ul>	<ul style="list-style-type: none"> <li>• Proceed to step 2</li> </ul>
<ul style="list-style-type: none"> <li>• The parent has provided an incomplete Customer Refund Request Form or supporting documents</li> </ul>	<ul style="list-style-type: none"> <li>• Contact the customer and request further information as required to proceed with the refund request.</li> <li>• In the body of the e-mail advise what information is missing and, if needed, request the form be resubmitted once complete.</li> </ul>

#### 2. Complete Withdrawal Summary

- Create a new note in AMS and paste the withdrawal/refund request received by email in the electronic system. If this is received in paper, make a note confirming the documents received.
- From the **Decision** button, select **Withdrawn**, fee refunded.

#### 3. Create withdrawal letter

- Select the relevant template letter (v199) via AMS TLS.
- Write the withdrawal letter following the template prompts.
- Save as a draft in TLS.

#### 4. Send letter to the parent by email. Post the letter if there are any original documents to return.

#### 5. Complete refund process as detailed in IAC16/04.

END

See Also

[Expression of Interest \(EOI\)](#)

- Creation/Lodgement of EOI
- Consider and Decide EOI
- Re-submit EOI
- Update EOI

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## Selection dates/draws

Thursday, 8 June 2023

1:12 pm

As of 01 May 2023, the period for sponsor income is based on the date the EOI was selected.

### All EOI selection dates:

- 14 November 2022
- 14 February 2023
- 09 May 2023

If you are unsure of the selection date for an EOI, look in the AMS notes for the date it was moved from NaDO to Christchurch.

### EOI forms:

Parent (Ballot) EOI

<https://mako.wd.govt.nz/otcs/llisapi.dll/link/133644196>

[Parent \(Ballot\) EOI \(Approved access\) \(wd.govt.nz\)](https://mako.wd.govt.nz/otcs/llisapi.dll/link/133644196) <- direct to EOIs

Parent (Queued) EOI

<https://mako.wd.govt.nz/otcs/llisapi.dll/link/105834127>

[Parent \(Queued\) EOI \(Approved access\) \(wd.govt.nz\)](https://mako.wd.govt.nz/otcs/llisapi.dll/link/105834127) <- direct to EOIs

Original EOIs are named by the application number, updated forms are the application number followed by a U. They are put into the folder named by the year it was originally lodged (if in the queued lot).

E.g.

19691234

19691234U

You can either search using the top right search bar, or click on 'Document (XXXX)' on the left tab to open all the folders at once, then search using the content filter search bar on the left.

In the case that you RFI and receive an updated form, upload it into the correct folder by clicking 'Add Item' and 'Document':

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**Keep your assessments here:** T:\Christchurch\Team Work Visa\Parent Category 2022

When pasting notes in AMS, be sure to remove any irrelevant chunks of text in the template, such as 'ITA issued' if you are not at a decision stage.

You can find situation-specific rationale in [No response](#) and [Deceased applicants](#).

**Unlawful:**

We only care if the applicant(s) has a status of NEWC, OUT or IN. Don't worry if they have had any past periods of unlawfulness\* - we're not assessing on that.

For the Sponsor - we only care if they have residence visa not subject to those S49 conditions (SMC visa holders)

\*If the applicants are *currently* unlawful, we can send them the UNLI RFI. This gives them several options to rectify their unlawful status.

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# ITA

Thursday, 8 June 2023

11:17 am

When issuing an ITA, save the ITA as a PDF and email it to the client/LIA/contact written in the EOI along with their EOI form(s).

If you have been in touch with the client(s) before (i.e. RFI response) you can use the email they used. Otherwise, if you're ITA-ing right away, use all available contact details for the client(s) and sponsor(s), as well as an advisor if applicable.

Use the below blurb in your email (updated 09 May 2023). Don't forget to adjust the details relevant to the EOI like additional forms and remove the partner chunk if there is only a single applicant.

**Subject:** Invitation to Apply for Parent Category Residence - 1969XXXX NAME

## Body:

Kia ora,

I am pleased to inform you Immigration New Zealand (INZ) has considered your Expression of Interest and would like to invite you and your partner to apply for a Parent Resident Visa under the Parent Category.

Please find attached to this email your invitation to apply (ITA) letter and a copy of your Expression of Interest (EOI).

Your invitation to apply letter has full instructions on your next steps in this process. Part of the instructions are for you to submit your signed Parent Category Expression of Interest form.

Your application must be received by INZ with all of the relevant documents **within four months from the date of this letter**. We cannot accept your application after that date. Your invitation to apply for residence does not remain open indefinitely.

Please visit our website at [Information about Parent Resident Visa | Immigration New Zealand](#) to find out where to submit your application, the application fee, immigration levy, and to get the forms you will need to complete the application. The main forms that you will need are as follows:

- [INZ1206 Parent Category Residence Application \(immigration.govt.nz\)](#)
- [Sponsorship Form for Residence \(INZ 1024\) \(immigration.govt.nz\)](#)

Ngā mihi

[email signature]

**Check whether your client(s) will need to complete either of these forms.**

- [National Security Check Form \(INZ 1209\)](#) – All sections must be completed in English. Any gaps in employment or education should be included in your information. This form must be completed by each applicant included in the application. Please note that non-included partners still need to submit one with \* your application also
- [Additional Information Form \(INZ 1200\)](#) – All sections must be completed in English. Any gaps in employment or education should be included in your information. This form must be completed by each applicant included in the application.

## RFI

Thursday, 8 June 2023

12:31 pm

Check the decline tab to see if your situation may warrant a decline rather than an RFI.

Situations that typically result in an RFI are:

- We only have the old EOI form and income is not met
- The client(s) are currently unlawful

Situation-specific blurbs are available in [EOI RFIs](#).

You may find it more efficient to send an email to all available contact emails for the client(s), sponsor(s), and any advisor if applicable. Then, if you do not receive a response, you can go directly to calling the sponsor(s).

We have been allowing 10 working days for initial RFIs.

If sending an email, do so from ParentResidence@mbie.govt.nz and add the email to AMS notes for your app.

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# No response

Thursday, 8 June 2023

12:41 pm

## If you receive no response from your initial RFI:

1. Contact the sponsor via email if you haven't already (it's recommended you include the sponsor(s)' email(s) in your original RFI to save time)
2. Attempt to call the sponsor(s) two times
3. Check all phone numbers and email addresses in IDMe for the contacts, family members, and sponsors, to see if there's any other ways to get in touch

Be sure to paste all emails and phone call details in AMS notes, including calls where there's no answer. Note down the date, time, and phone number used, as well as the outcome (e.g. left a message, NR).

## If you still have received no response after this three step process:

1. Ensure the EOI VAT (Credibility Check) is completed and pasted into AMS with the updated information recorded in the VAT (example below)
2. Send the EOI to QC:
3. Send Decline Letter E17 (under 'Lodge') from the Template Letter System. (this will attach a copy to the clients AMS file viewable in the LTS).

Example VAT for no response:

### PARENT CATEGORY EXPRESSION OF INTEREST (EOI) CREDIBILITY CHECK

#### ASSESSMENT TEMPLATE

#### (F4 - PARENT CATEGORY INSTRUCTIONS)

EOI information	
Expression of Interest (EOI) number:	12345678
Date Expression of Interest (EOI) accepted:	12/04/2016
Principal applicant's name:	SMITH, Example
Principal applicant's visa status:	Does not hold a current visa and is out of the country.
Secondary applicant's name:	n/a
Principal/Secondary applicant's visa status:	n/a

#### Credibility Check

RFI issued: 2/03/23

I have completed a credibility check on this EOI, and I am satisfied that the information provided in the EOI appears genuine and credible and indicates the clients included:

have no character issues that would be captured under Section 15 or 16 of the Act and therefore make them ineligible for a character waiver.

have no medical issues that would make them ineligible for a medical waiver per instructions A4.60 (a).

are likely to meet English language requirements (per F4.25)

do not appear to have any dependent children (per F4.30.5)

have at least one sponsor who meets the family relationship requirements (per F4.30)

have a sponsor (or sponsors) who appear to be acceptable per instructions F4.35, including the minimum income threshold requirement, and (if applicable) the requirements for joint sponsorship. – **Not Satisfied**

**ITA declined:**

I have completed a credibility check on this EOI, and I **am not satisfied** that the information provided in the EOI appears genuine and credible for the following reasons:

- Applicant does not appear to meet sponsor requirements to be an acceptable sponsor as set out at R4.5 and does not meet F4 20.15
- Multiple attempts to contact the applicant & sponsor for updated information have been made including:
  - RFI's sent by email 2 March 2023 – no response
  - and two calls ph calls 23/03/23 no reply, no message facility.
  - Email to sponsor – 24/3/23

I am therefore declining to ITA as the information on file does not indicate that the applicant is likely to meet category requirements and I am satisfied I have exhausted all forms of contact.

**Your Name**

Immigration Officer

Immigration New Zealand

The date you completed the work

# Deceased applicants

Thursday, 8 June 2023

1:00 pm

In the case that the applicant(s) have passed away, we decline the applications in AMS, but **do not** use the word 'decline' in any external communications.

VAT rationale:

*I am not able to be satisfied that the claims made within the EOI are sufficient to meet the requirements under the Parent Category, because information has been received from the applicant's sponsor/family member that the applicant has died.*

In communicating that decision, **as long as the sponsor is an authorised contact** it would be appropriate to write and advise them that the **EOI has been closed** (rather than declined).

If there is no-one authorised, then just note in the AMS record that a letter communicating the decision has not been sent as the person has died.

Dear [Applicant/Sponsor],

I hope this email finds you well.

We acknowledge the information provided that [Applicants Name] has passed away.

We wish to express our deepest condolences to you and your family.

Immigration NZ can now close off the Expression Of Interest.

Thank you for your engagement with Immigration NZ.

If you have any questions or concerns, please do not hesitate to reach out to me and I will endeavour to assist you as best I can.

**[IF A REFUND IS BEING CONSIDERED – DELETE THIS LINE]**

A refund may be applicable in some circumstances. In order to consider and pay a refund, Immigration NZ will require official confirmation such as the death certificate.

We understand this may be a difficult time, and would also like to begin the refund process in a timely manner. Therefore, please supply the death certificate so a refund may be considered.

We also need to be satisfied any refund is going to the right person or entity. If the applicant paid the fees themselves, then please provide a copy of the will, or a letter from the deceased estate to establish who the refund should go to or who the executor is. This will assist Immigration NZ in completing this process accordingly.

**[IF THE FEE WAS PAID BY A THIRD PARTY – I.E. NOT THE APPLICANT THEMSELVES BUT THE SPONSOR – DELETE THIS LINE]**

Please provide evidence that you paid the fee yourself, and the fee refund may be considered accordingly.

If you have any questions or concerns, please do not hesitate to reach out to me and I will endeavour to assist you as best I can.

**If you receive a death certificate, email it to the Duty TA with the following blurb:**

*Request Update Status - applicant deceased*

*Advising this applicant (with ID number) is deceased.*

Duty TA will update the ID and complete housekeeping in AMS for a deceased person

**If no such official document has been provided**, just make an AMS note under the application including the email correspondence advising about the applicant's death as we cannot update the client's status without official confirmation.

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# Declines

Thursday, 8 June 2023

12:32 pm

Send all EOI declines to QC. [ChchParentQCs@mbie.govt.nz](mailto:ChchParentQCs@mbie.govt.nz)

Find all decline blubs in the [Letter and email inserts and templates](#) tab of this OneNote.

## Reasons to decline to ITA include:

- The applicant(s) already hold residence
- The sponsor(s) have not been ordinarily resident in the three years preceding the EOI
- The sponsor(s) have not been residents or citizens for at least three years before the EOI
- The applicant(s) have indicated they wish for the application to be 'finalised' and have not requested a withdrawal
- The applicant(s) have passed away (we *do not* indicate in our comms that they have been declined - follow the [Deceased applicants](#) process)
- Any requirement is not met based on the original EOI, and we do not receive any communications from the applicants/related parties - following the [No response process](#)

When declining in AMS, choose 'declined failed - other.'

# Withdrawals

Thursday, 8 June 2023

12:32 pm

IOs are able to withdraw EOIs before or after receiving the INZ 1183 (withdrawal form). When withdrawing, choose 'withdrawn - fee refunded.'

We can only do this if the applicant/authorised contact specifically indicates they wish to withdraw. If not, we have to clarify.

Use the following email wordings based on your situation:

<b>The applicant requests a withdrawal without providing INZ 1183 (withdrawal form) or requesting a refund.</b>	<p>Withdraw the application, then send the following email:</p> <p><b>Subject:</b> Information about your Parent Residence Expression of Interest AN XXXXXXXXX</p> <p><b>Body:</b> Kia ora,</p> <p>I would like to confirm that your application has been withdrawn, as per your request received by email/phone on (date).</p> <p>This is based only on your decision to withdraw your application and will not affect any future visa applications you may make.</p> <p>Please note that as we have not yet heard from you regarding the refund documentation, we have not yet processed your refund.</p>
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	<p>To be able to process your refund, we require you to send a completed INZ1183 form and A clear copy of a bank statement of the account into which the refund will be paid to <a href="mailto:EOlfeerefund@mbie.govt.nz">EOlfeerefund@mbie.govt.nz</a>. Ensure that the bank statement clearly shows:</p> <ul style="list-style-type: none"> <li>• The Bank Logo</li> <li>• The Account Name</li> <li>• The Account Number</li> </ul> <p>Further information on how to apply for a refund is set out at the following web page: <a href="https://www.immigration.govt.nz/new-zealand-visas/visas/visa/parent-resident-visa">https://www.immigration.govt.nz/new-zealand-visas/visas/visa/parent-resident-visa</a></p> <p>[email signature]</p>
<p><b>If the applicant requests a withdrawal and provides INZ 1183 and bank details</b></p>	<p>Acknowledge the applicant's email and forward it to <a href="mailto:EOlfeerefund@mbie.govt.nz">EOlfeerefund@mbie.govt.nz</a>.</p> <p>Withdraw the application.</p>
<p><b>If the applicant requests a withdrawal and a refund, but does not provide any documentation</b></p>	<p><b>Subject:</b> Information about your Parent Residence Expression of Interest AN XXXXXXXX</p> <p><b>Body:</b> Kia ora,</p> <p>To withdraw and request a refund, please follow the steps on our website: <a href="https://www.immigration.govt.nz/new-zealand-visas/visas/visa/parent-resident-visa">https://www.immigration.govt.nz/new-zealand-visas/visas/visa/parent-resident-visa</a></p> <p>Receipts can be retrieved from AMS but in order to process withdrawal, please advise client to provide the following documents and send them to <a href="mailto:EOlfeerefund@mbie.govt.nz">EOlfeerefund@mbie.govt.nz</a></p> <ol style="list-style-type: none"> <li>1. Completed INZ 1183 Refund Request form <a href="https://www.immigration.govt.nz/documents/forms-and-guides/inz1183.pdf">https://www.immigration.govt.nz/documents/forms-and-guides/inz1183.pdf</a></li> <li>2. A clear copy of a bank statement of the account into which the refund will be paid. Ensure that the bank statement clearly shows: <ul style="list-style-type: none"> <li>○ The Bank Logo</li> <li>○ The Account Name</li> <li>○ The Account Number</li> </ul> </li> <li>3. If the fee was paid by an estate: Estates letter as we need to make sure it's going to right person.</li> </ol> <p>[email signature]</p>

**If the applicant does not want to continue with the application but has not specifically said they want to withdraw**

**Subject:** Information about your Parent Residence Expression of Interest AN  
XXXXXXXXX

**Body:**

Kia ora,

If you would like to withdraw and request a refund, please follow the steps on our website: <https://www.immigration.govt.nz/new-zealand-visas/visas/visa/parent-resident-visa> and reply to me confirming that you would like to withdraw.

Receipts can be retrieved from AMS but in order to process withdrawal, please advise client to provide the following documents and send them to [EOIfeerefund@mbie.govt.nz](mailto:EOIfeerefund@mbie.govt.nz)

1. Completed INZ 1183 Refund Request form  
<https://www.immigration.govt.nz/documents/forms-and-guides/inz1183.pdf>
2. A clear copy of a bank statement of the account into which the refund will be paid. Ensure that the bank statement clearly shows:
  - The Bank Logo
  - The Account Name
  - The Account Number
3. If the fee was paid by an estate: Estates letter as we need to make sure it's going to right person.

[email signature]

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# EOI

**Q: Can I decline an EOI when the applicant has another Residency application that has been decided but not completed (2/3 green boxes) 9(2)(g)(i)**

A: Hold till Ministerial is done (Satwant).

**Q: What do I do when the sponsor is showing as OUT for a significant period when it appears they have been in the country?**

A: RFI for evidence of travel into NZ (PPT and flight tickets). THEN get TA to raise the issue with customs movement checks people and they may be able to confirm the client has re-entered NZ and the re-entry just wasn't put into AMS.

<b>EOI</b>	<p><b>Approved EOI forms (updated 14 November 2022)</b></p> <p>INZ 1202 Parent Category EOI NOV22.pdf <a href="https://mako.wd.govt.nz/otcs/llisapi.dll/link/135098580">https://mako.wd.govt.nz/otcs/llisapi.dll/link/135098580</a></p> <p>INZ 1249 Parent Category EOI Update Form NOV22.pdf <a href="https://mako.wd.govt.nz/otcs/llisapi.dll/link/135097587">https://mako.wd.govt.nz/otcs/llisapi.dll/link/135097587</a> <a href="http://www.immigration.govt.nz/documents/forms-and-guides/inz-1249.pdf">www.immigration.govt.nz/documents/forms-and-guides/inz-1249.pdf</a></p> <p>INZ 1374 Parent Category EOI NOV22.pdf <a href="https://mako.wd.govt.nz/otcs/llisapi.dll/link/135094537">https://mako.wd.govt.nz/otcs/llisapi.dll/link/135094537</a></p> <p><b>EOI scans - MAKO</b></p> <p>Parent (Ballot) EOI <a href="https://mako.wd.govt.nz/otcs/llisapi.dll/link/133644196">https://mako.wd.govt.nz/otcs/llisapi.dll/link/133644196</a></p> <p>Parent (Queued) EOI <a href="https://mako.wd.govt.nz/otcs/llisapi.dll/link/105834127">https://mako.wd.govt.nz/otcs/llisapi.dll/link/105834127</a></p> <p><b>Refund email:</b> <a href="mailto:EOIfeerefund@mbie.govt.nz">EOIfeerefund@mbie.govt.nz</a></p> <p><b>Refund request form:</b> <a href="https://www.immigration.govt.nz/documents/forms-and-guides/inz1183.pdf">https://www.immigration.govt.nz/documents/forms-and-guides/inz1183.pdf</a></p> <p><b>All ITA links:</b></p> <ul style="list-style-type: none"><li>• Information about Parent Resident Visa   Immigration New Zealand - <a href="https://www.immigration.govt.nz/new-zealand-visas/visas/visa/parent-resident-visa">https://www.immigration.govt.nz/new-zealand-visas/visas/visa/parent-resident-visa</a></li><li>• Parent Category Guide (INZ 1207) - <a href="https://www.immigration.govt.nz/documents/forms-and-guides/inz1207.pdf">https://www.immigration.govt.nz/documents/forms-and-guides/inz1207.pdf</a></li><li>• Fees, decision times and where to apply - <a href="https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/the-application-process/office-and-fees-finder">https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/the-application-process/office-and-fees-finder</a></li><li>• Parent Category Residence Application form (INZ 1206) - <a href="https://www.immigration.govt.nz/documents/forms-and-guides/inz1206.pdf">https://www.immigration.govt.nz/documents/forms-and-guides/inz1206.pdf</a></li><li>• Sponsorship Form for Residence (INZ 1024) (immigration.govt.nz) - <a href="https://www.immigration.govt.nz/documents/forms-and-guides/inz1024">https://www.immigration.govt.nz/documents/forms-and-guides/inz1024</a></li><li>• How to get a police certificate   Immigration New Zealand - <a href="https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/character-and-identity/when-you-need-a-police-certificate/police-certificates">https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/character-and-identity/when-you-need-a-police-certificate/police-certificates</a></li></ul>
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|--|---|
|  | <ul style="list-style-type: none"><li>• Find a radiologist or doctor near you   Immigration New Zealand - <a href="https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/medical-info/panel-physicians">https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/medical-info/panel-physicians</a></li><li>• Health   Immigration New Zealand - <a href="https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/medical-info">https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/medical-info</a></li><li>• Contact us   Immigration New Zealand - <a href="https://www.immigration.govt.nz/about-us/contact">https://www.immigration.govt.nz/about-us/contact</a></li></ul> |
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