



**AUCKLAND**

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19 July 2023

Ref: OIA 23-222

Mr Felix Lee

By email: [fyi-request-23132-e75102d9@requests.fyi.org.nz](mailto:fyi-request-23132-e75102d9@requests.fyi.org.nz)

Tēnā koe Mr Lee

**Request for information under the Official Information Act**

Thank you for your email dated 14 June 2023, to New Zealand Customs Service (Customs), received via the FYI website, and then clarification of your request received on 20 June 2023, in which you made a request for the following information under the Official Information Act 1982:

- “1. Documents that show plans for additional passports to use eGates in NZ, and a summary of the progress of those plans*
- 2. I would like to know are there plans for more foreign countries to accept the NZ passport at their eGates.”*

I have set out Customs' response below to each of the two parts of your request.

**Question one**

*Documents that show plans for additional passports to use eGates in NZ, and a summary of the progress of those plans.*

Commencing from 5 June 2023, eligible travellers carrying ePassports from Austria, Sweden, and Switzerland now have the opportunity to be processed through eGate in Aotearoa New Zealand. This is the first addition of new countries since late 2019, when South Korea was included. With the inclusion of these three countries, the total number of countries able to utilise eGate increases to 16.

The expansion of eligibility for eGate to new countries had been put on hold during the COVID-19 pandemic, but this year Customs is refocusing its efforts on this expansion as it will allow increased numbers of travellers to use eGate and it will enhance the traveller experience at Aotearoa New Zealand's international airports.

More information about using eGates in Aotearoa New Zealand is available on the Customs website at the following link: <https://www.customs.govt.nz/personal/travel-to-and-from-nz/travelling-to-new-zealand/egate/>.

As of 30 June 2023, Customs does not have any definitive plans for any additional passports to use eGate in Aotearoa New Zealand in 2023, although our intentions are to progressively enable further countries over 2024. Customs is still working on finalising exactly which countries will be put forward and agreeing indicative timeframes, therefore Customs does not currently hold any plans for additional passports to use eGate in Aotearoa New Zealand at this stage.

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**Question two**

*I would like to know are there plans for more foreign countries to accept the NZ passport at their eGates.*

I can advise that as at 30 June 2023, Customs is not aware of any official plans for additional foreign countries to accept New Zealand passports at their eGate or automated processes as each country decides which countries they accept independently. However, it is common for Aotearoa New Zealand to engage in discussions with our overseas counterparts regarding reciprocal access when planning the expansion of our eGate facilities in Aotearoa New Zealand. As at 30 June 2023, no formal bilateral arrangements have been made.

If you have any queries in relation to this response, please contact the Correspondence, Reviews and Ministerial Servicing team at: [OIA@customs.govt.nz](mailto:OIA@customs.govt.nz).

Please note that Customs proactively releases responses to Official Information Act requests on our website. As such, we may publish this response on our website after we have sent it to you. Your name and contact details will be removed.

Nāku noa, nā



Dana McDonald  
**Group Manager Border Operations**