

13 December 2023

Scott

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Kia ora

**Your Official Information Act request, reference: GOV-029197**

Thank you for your email of 24 November 2023, asking for the following information under the Official Information Act 1982 (the Act):

- *How many recovery partners are currently using a pseudonym for their identity?*
- *Has the use of pseudonyms increased over the past five years?*
- *If a recovery partner does use a pseudonym, are they required to inform the client?*

**Pseudonym information**

ACC currently has seven Recovery Partners using a pseudonym. This number has increased over the last five years. It is best practice to inform the client that the Recovery Partner is using a pseudonym.

**As this information may be of interest to other members of the public**

ACC may decide to release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available [www.acc.co.nz/resources/#/category/12](http://www.acc.co.nz/resources/#/category/12).

**If you have any questions about this response, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

Ngā mihi



Sara Freitag

**Manager Official Information Act Services**  
Government Engagement