



09 July 2024

Scott

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Kia ora

**Your Official Information Act request, reference: GOV-033136**

Thank you for your email of 17 June 2024, asking for the following information under the Official Information Act 1982 (the Act):

*Out of the 75 redirections, how many are related to Te Ara Tika & Remote Claims units..*

**Our response**

ACC currently has approximately 15 emails which are subject to a redirection rule for clients in Te Ara Tika, and 17 in the Remote Claims Unit. Both the number of clients and those with an email redirection in place fluctuate on a regular basis.

**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).

If you are not happy with this response, you can also contact the Ombudsman via [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phoning 0800 802 602. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Ngā mihi

A handwritten signature in black ink, appearing to read 'Chris Johnston', written in a cursive style.

Christopher Johnston

**Manager Official Information Act Services**

Government Engagement