



Outlook

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**Re: Case reference 09794203 Tracking SA631264940NZ**

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**From** lisaandpeter1 <lisaandpeter1@slingshot.co.nz>**Date** Thu 3/10/2024 2:24 PM**To** Executive Complaints <Executive.Complaints@nzpost.co.nz>

Hi under principal 7 of the privacy act I require you to correct the file and associated notes with the trespass notice. In fact the emails you provided are incorrect and these people need to correct their notes on this also. I have been ill treated by nz post as a result of incorrect information as has Lisa. Now as I stated previously principal 8 is to ensure everything is correct. How have you ensured everything you have and your contractor has passed onto third parties is correct? Now as the statement to police was based upon incorrect information I request the police be informed of the correction also. How could the police believe these people? I can tell you , incorrect information. How do you believe them? I would very much like answers now and we work toward a solution here . Is nz post built upon incorrect information? I would also like to have the delivery docket changed as Lisa certainly did not sign or receive it in any way shape or form, in fact those court documents are still missing to this day. What have you done to try and find them as they do hold our personal information. That's another privacy breach.

On 2023-09-29 00:15, Executive Complaints wrote:

- > Dear Peter,
- >
- > My name is Sunui, and my role is to respond to executive complaints
- > on behalf of NZ Post's Chief Executive Officer as well as our
- > executive leadership team.
- >
- > This email is with regards to a parcel which was sent to you Peter
- > Duncan and Lisa Capell under the tracking number SA631264940NZ on the
- > 31st of May 2023 containing court documents.
- >
- > Our records indicate that this parcel was delivered on the 2nd of
- > June 2023 at 9.35 am.
- >
- > Our customer care team were contacted on the 17th of July by you as
- > you had disputed delivery of this parcel and an investigation was open
- > on your behalf.
- >
- > Based on the investigation that took place at the time, our
- > investigations team confirmed the GPS placed the delivery agent at the

> correct address at the time of delivery.  
>  
> I can confirm your parcel was sent on a signature required service  
> and a call to the Reefton town agent confirmed a verbal authority to  
> leave was provided by Lisa. We also confirmed multiple authority to  
> leave forms were provided however were never completed.  
>  
> On behalf of NZ Post I would like to sincerely apologise for the  
> inconvenience caused by this situation and can assure you the matter  
> pertaining to verbal authority to leaves has been addressed with the  
> town agents concerned as this is not the correct process. Moving  
> forward any signature required items will be carded for collection.  
>  
> NZ Post supports a zero tolerance of abuse and harassment of our  
> people and therefore due to the level of harassment and abuse you have  
> engaged in you have been trespassed from the Reefton NZ Post Centre.  
>  
>  
> I understand our team did refer you back to the sender initially with  
> a recommendation that the sender resend the court documents to you,  
> and you had also confirmed at the time that you had since viewed the  
> documents.  
>  
> You have also requested compensation from NZ Post for the costs you  
> have incurred from the court to the amount of \$22,500 however costs  
> such as this are consequential in nature and our compensation  
> provisions do not cover costs such as this. Please be advised  
> compensation is only available for missing or damaged parcels, in  
> which case payment would be made after a thorough investigation and  
> approval by our Claims team. I would again recommend that you contact  
> the sender for further assistance.  
>  
> We note you have requested that we file an affidavit to support your  
> explanation that Lisa did not sign for the delivery of the parcel on  
> 28 September. We appreciate this date has now passed; however, you  
> are welcome to use this correspondence to support your explanation.  
> We may also consider providing an affidavit to this effect to your  
> lawyer depending on the specific application or submissions that it  
> would be in support of. We are not aware of the circumstances of your  
> matter in the District Court and would need to understand this before  
> we could consider whether it would be appropriate for us to provide an  
> affidavit in relation to the manner of delivery of the documents  
> concerned.  
>  
> If you do have any further questions regarding this response, please  
> respond directly to this email.  
>  
>>  
>  
> Ngā mihi,  
>  
> Sunui

>  
> SUNUI FIALUA  
>  
>>  
>  
> CUSTOMER ADVOCACY EXECUTIVE ADVISOR (SHE/HER)  
>  
>>  
>  
> Private Bag 208038, Highbrook Auckland 2161, New Zealand  
>  
>>  
>  
> nzpost.co.nz  
>  
> [1]  
>  
> This email with any attachment is confidential and may be subject to  
> legal privilege.  
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> If it is not intended for you please reply immediately, destroy it  
> and do not copy, disclose or use it in any way  
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>  
> Links:  
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