



He Kaupare. He Manaaki. He Whakaora.
Prevention. Care. Recovery.

23 March 2026

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Kia ora Anthony

Your Official Information Act request, reference: GOV-046772

Thank you for your request of 16 March 2026, asking for the following information under the Official Information Act 1982 (the Act):

- 1/ *Is there such a thing as a Integrity File Allocated to Claimants*
- 2/ *if so, what is exactly the Purpose of such a file*
- 3/ *what is contained in this file*
- 4/ *how does a Claimant obtain this file*

Our response

An Integrity File is created if there is an intervention or investigation undertaken by the Fraud Intervention and Investigation team. This will not apply to all clients. The purpose of such a file is to provide an accurate record of the intervention or investigation. The file would contain information related to the intervention or investigation, such as information gathered from internal and external sources.

An Integrity File is only available for release after an intervention or investigation has been closed. If a client would like a copy of an Integrity File, they can request a copy of the Integrity File specifically or request a full copy file. Details about how to request personal information is available on the ACC website, here: <https://www.acc.co.nz/contact/request-for-personal-information>.

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

You can email me at GovernmentServices@acc.co.nz. If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi

Christopher Johnston

Manager Official Information Act Services

Government Engagement