

Global Process Manual

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Withdraw application (SMC)

When to use

When an application needs to be withdrawn (on client request).

Role

Immigration Officer

Pre-Requisites

- An applicant's eligibility for a fee refund has been determined and they have made a request to withdraw their application. See IAC 16/04 for guidelines on fee payments and refunds.

Steps

1. Complete Withdrawal Summary

- a. Create a new note in AMS and record details of the client's request to withdraw. Copy the request into AMS notes if it was a written request.
- b. Write a withdrawal summary (refer to How to 'Write a Withdrawal Summary,' at the end of this SOP).
- c. Complete AMS determination (Determination screen) with all questions the principal applicant has been assessed for.
- d. From the **Decision** button, select **Withdrawn**, either fee refunded or fee not refunded.

2. Complete determination

Complete the determination in AMS for those parts of the assessment that have been completed.

3. Create withdrawal letter

- a. Select the relevant template via AMS TLS.
- b. Write the withdrawal letter following the template prompts.
- c. Save as a draft in TLS.

4. Finalise the withdrawal letter in AMS

Check that the date in the withdrawal letter is correct then finalise the letter.

5. Send letter

- a. Email the letter to the client or their representative, if they are represented by an adviser, lawyer or exempt person. See SOP [Email communications](#).
- b. In AMS notes, record:
 - That correspondence has been sent to the client

- The nature of the communication
- Any timeframes given.

END

See Also

[Decide](#)

[Decline a secondary applicant partner included in a residence application](#)

[Defer a secondary applicant partner \(residence\)](#)

[Finalise Application - Issue eVisa and Comms \(SMC\)](#)

[Send AIP Letter \(SMC\)](#)

[Decline application \(Residence\)](#)

[Decline application - AIP conditions not met \(resident\)](#)

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Contents

Withdraw Application

When to use

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- c. Complete AMS determination (Determination screen) with all questions the principal applicant has been assessed for.
- d. From the Decision button, select Withdrawn, either fee refunded or fee not refunded.

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Complete the determination in AMS for those parts of the assessment that have been completed.

3. Create withdrawal letter

- a. Select the relevant template via AMS TLS.
- b. Write the withdrawal letter following the template prompts.
- c. Save as a draft in TLS.

4. Finalise the withdrawal letter in AMS

Check that the date in the withdrawal letter is correct then finalise the letter.

5. Send letter

- a. Click 'Email and Save to DMS' (which will save a copy of the letter in DMS and email a copy direct to the client/adviser).
- b. Select the appropriate email address for the client. The email will automatically be sent with the letter attached.
- c. A note will be automatically recorded in AMS with the details of the letter and the email address.

End

See Also

[Decide](#)

[Decline a secondary applicant partner included in a residence application](#)

[Defer a secondary applicant partner \(residence\)](#)

[Send Potentially Prejudicial Information \(PPI\) Letter](#)

[Decide and Finalise Application - Issue eVisa and Comms](#)

[Decline application \(Residence\)](#)

[Send AIP Letter](#)

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Withdraw application

Classification: Unclassified

Date Published: 10 August 2023

When to use

When an applicant has requested their application be withdrawn.

This process relates to applications submitted on paper or online via Plone or IGMS and processed in AMS. It is not applicable to other systems. For applications on ADEPT, refer to the ADEPT User Guide.

Role

- Immigration Officer

Guidelines

- In accordance with [Visa Pak 141](#) (December 2013) Reminder – withdrawal requests, staff should not expressly encourage or suggest the withdrawal of applications, but should agree to withdraw an application when requested by an applicant.
- Information for applicants about fee refunds and a copy of the Customer Refund Request Form can be found on the INZ website. See also [IAC 16/04](#) Guidelines for fee payments and refunds.
- **Where an applicant holds an interim visa, they should understand this and the potential impacts of the withdrawal of their application on their visa status.**
- Similarly, when withdrawing an application for a principal applicant or visa holder who has a partner and/or children included on their application or who hold a visa based on their relationship to that person, the implications of withdrawing the principal applicant's application on any dependants should be considered.
- [Immigration regulation 20\(2A\)](#) states that where a partner or dependent child is required to be included in a residence application, they cannot be removed, unless there is a change of circumstances that results in them ceasing to be the spouse/partner or dependent child of the principal applicant. For further information, refer to [Visa Pak article 508](#) Residence Applications Involving Family Members.

Prerequisites


- **The applicant has made a request to withdraw their application.**
- The applicant's eligibility for a fee refund has been determined.
- Any assessment undertaken up until to the point of withdrawal is reflected in AMS. For example, if an initial assessment has already been undertaken, a copy of the assessment should be in the AMS application notes.

Steps

1. Record the withdrawal request in AMS notes

- Create a new application note in AMS and record details of the client's request to withdraw the application. Requests to withdraw an application should be made in writing where possible. A copy of any relevant emails should be added to AMS notes including the 'timestamp' (date and time sent and sender/recipient(s)).
- **Note the progress of the application and any outstanding requirements (for reference in case of a future application).**

2. Complete the determination in AMS

- a. Complete as many of the determination questions as possible, based on any aspects of the application that have already been assessed.
- b. Click the 'decide' button  in AMS and select the reason **Withdrawn** (either fee refunded or fee not refunded, as applicable).

3. Draft withdrawal letter

- Open the AMS template letter system (TLS) and select the withdraw template letter: **V199** *Withdrawn application*.
- Complete the letter following the prompts, ensuring that all details and dates are correct.
- Save the letter as **draft**.

4. Submit the application for a quality control check (QC) if required

- If no QC is required for the application, skip this step and go to **step 5**.
- See SOP - [Submit an application for Quality Control \(QC\) check](#) .
- If a QC is required, the quality checker will complete the relevant fields in AMS (Quality tab) and add an application note.
- Wait for the QC to be completed and the application to show as 'completed' in AMS before continuing to the next step.

5. Send withdrawal letter

- Check the drafted withdrawal letter to ensure all dates and details are correct.
- Save the letter as final.
- **Send the letter and return any original documents (if applicable).**
- Any letters sent via AMS TLS will automatically generate a note in AMS application notes. If for any reason the letter is sent by email (i.e. outside of AMS TLS), a copy of the email including time/date stamp must be copied in full into an AMS application note.

6. Update AMS if required

- If any additional actions are taken, create a further AMS application note to record these. For example:
 - Letter sent (by email/post) including date and any tracking details and original documents returned, if applicable.
 - Details of any fee refunded, if applicable.

END

See Also

[Decide](#)

[Decline a secondary applicant partner included in a residence application](#)

[Defer a secondary applicant partner \(residence\)](#)

[Approve in Principle \(AIP\)](#)

[Finalise application after approval in principle \(AIP\)](#)

[Decline application after AIP](#)

[Approve application \(issue eVisa and notify applicant\)](#)

[Decline application \(Residence\)](#)

Global Process Manual

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Contents

Decline application after AIP

Classification: Unclassified

Date Published: 10 August 2023

When to use

When an application has been approved in principle (AIP) but any AIP requirements have not been met.

This process relates to applications submitted on paper or online via Plone or IGMS and processed in AMS. It is not applicable to other systems. For applications on ADEPT, refer to the [ADEPT User Guide](#).

Role

- Immigration Officer (IO)

Guidelines

- Generic residence instructions under R5.45 set out that if outstanding (AIP) requirements have not been fulfilled within the period specified, consideration must be given to any relevant circumstances when determining whether to decline an application that has been approved in principle. Following consideration of the circumstances, the initial AIP period may be extended to allow the applicant(s) time to fulfil the requirements, if appropriate.
- Follow this SOP to further assess and potentially decline the application if there is no reason or insufficient reason to extend the AIP period and the relevant requirements have not been met. In accordance with the principles of fairness and natural justice, the applicant must be given the opportunity to comment on any potentially prejudicial information (PPI) before a final decision is made.

Related Resources

Date	Reference	Title and link
Nov 2017	333	Subsequent quality check for residence applications
Nov 2107	336	Communicating visa decisions to customers

Prerequisites

SOP - Approve in Principle (AIP) ([Approve in Principle \(AIP\)](#) , <http://www.>)

Steps

1. Locate the application and mark it as actionable in AMS

- If paper file, locate the file and add an AMS application note to confirm the change of location (e.g. file pulled from AIP queue for continued assessment).
- Update the AMS Location to Actionable and self-assign the application in AMS.

2. Review any information that has been provided in response to the AIP

Note: See advice set out in Visa Pak 336 for situations where a residence application has been AIP'ed but further information is received (for example relating to a change of circumstances) which could impact a final decision on the application.

If...	Then...
All outstanding AIP requirements have been provided	Refer instead to SOP - Finalise application after approval in principle (AIP).
No response to AIP has been received OR The response received is insufficient AND The AIP timeframe has passed	Continue to next step .

3. Draft and send a PPI letter

- See SOP – Communicate Potentially Prejudicial information.
- The letter should set out the concern that the AIP requirements have not been met within the timeframe.
- Set a due date for a response in line with INZ's standard timeframes.

4. Receive and review the response

If...	Then...		
Any AIP requirements are now met	Refer to SOP - Finalise application after approval in principle (AIP).		
No response is received by the due date	Follow up with the applicant(s) to ensure the PPI was received and there is no intention to respond. If there is an intention to respond, consider allowing a short, reasonable timeframe. Then, repeat Step 2 .		
The applicant(s) requests further time to satisfy the AIP requirement(s)	Consider whether the circumstances warrant an extension of the AIP period.		
		If...	Then...
		The circumstances	Repeat the relevant steps

	<table border="1"> <tr> <td>warrant additional time to meet the AIP requirements</td> <td>in SOP - Approve in principle (AIP).</td> </tr> <tr> <td>It is considered that additional time is not warranted</td> <td>Confirm with a technical advisor if unsure, then go to the next step.</td> </tr> </table>	warrant additional time to meet the AIP requirements	in SOP - Approve in principle (AIP) .	It is considered that additional time is not warranted	Confirm with a technical advisor if unsure, then go to the next step.
warrant additional time to meet the AIP requirements	in SOP - Approve in principle (AIP) .				
It is considered that additional time is not warranted	Confirm with a technical advisor if unsure, then go to the next step.				
The response still does not satisfy the requirements	Go to next step .				

5. Decline the application

Review [Visa Pak 333](#) (November 2017) Subsequent quality check for residence applications and follow the steps in SOP Decline application (residence) including:

- Creating a final assessment summary in AMS notes
- Drafting a decline letter
- Re-submitting the application for a further quality check
- Finalising the application in AMS
- Communicating the final decision to the applicant(s)
- Updating AMS notes.

END

See Also

[Decide](#)

[Approve application \(issue eVisa and notify applicant\)](#)

[Approve in Principle \(AIP\)](#)

[Finalise application after approval in principle \(AIP\)](#)

[Granting a temporary entry class visa to an applicant with an expired passport](#)

[Withdraw application](#)

[Decline Application \(Temporary Entry\)](#)

[Decline application \(Residence\)](#)

Residence application (residence)

Decline a secondary applicant partner
included in a residence application

Defer a secondary applicant partner
(residence)

INTERNAL GUIDANCE TO STAFF – HAMILTON INZ OPERATIONS:

“What must INZ staff do when applicants try to withdraw, delay, or influence the timing of a decline decision?”

Below appear in our OneNote:

Regarding withdrawals:

- ***Withdrawal Assessments***

Please make sure that your assessment is as complete as possible where the applicant requests to withdraw their application. This will help the next IO processing the application, in the case that you had noticed any concerns that remain unaddressed or if there were outstanding requirements.

- ***Application withdrawing***

Please remember that INZ are not able to instruct or advise any applicant or their partner that the application must be withdrawn. The decision to withdraw an application lies with the applicant or their representative, and INZ must remain neutral in our processing of every application. This means that when we are communicating with the applicant or anyone involved in an application, we may inform them of the multiple options they have available in general, but we must not recommend any option as being more favourable than another. Take the time to reassure them that it is their decision to make. We continue processing the application as normal if they do not request to withdraw the application at any time.

Withdrawing residence applications – please remember to follow the SOPs as per the following link:
<http://inzkit/publish/globalprocessmanual/#57231.htm>

- 1. Complete Withdrawal Summary (the Assessment Template completed up to the point of withdrawal)*
- 2. Create withdrawal letter*
- 3. Complete determination*
- 4. Forward to quality control check*

On return from quality control check:

- 1. Finalise the withdrawal letter in AMS*
- 2. Send letter*

Withdrawals for Residence - unlawful applicant

As we all know, when an applicant is unlawful, we cannot continue processing residence applications; however, if the applicant has requested to withdraw the application, we can still do that even if the client is unlawful.

Are officers required to consider fairness, natural justice, and outstanding communications before declining?

No response to PPI/RFI

If a client/LIA does not respond to an RFI or PPI by the due date, we need to try to contact them to ensure they received our communications and provide a final 24 hours to reply. In cases where you are sending the 24 hour follow up email to an LIA, please also CC in the applicant.”

INTERNAL GUIDANCE TO STAFF – CHRISTCHUTCH 2 INZ OPERATIONS:

TA Update 16/07/2025:

Reminder to not ask applicants whether they wish to remove any secondary applicants or withdraw	N/A	<p>As a reminder, we should not be asking applicants whether they want to remove any secondary applicants if they do not meet instructions.</p> <p>Similarly, we should not be asking applicants whether they wish to withdraw their application.</p> <p>Instead, our communications should outline any concerns we have and where appropriate we can ask how they would like us to proceed with the application.</p>
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TA Update 26/11/2024

How to consider extension requests to PPI/RFI letters	A5.1 E7.15	<p>As a reminder, any requests for extensions in response to PPI or RFI letters should be considered on its merits taking into account the circumstances of the employer or applicant, and the reason why the response date cannot be met. Furthermore, IOs must be satisfied that there is a genuine reason for the extension request, and where appropriate, the applicant should include supporting evidence to show the steps taken to gather information to respond, the reason for delays, or evidence to show that they have requested the documents.</p> <p>When considering whether to grant an extension, you should consider the factors listed in VisaPak 604. If the reason for an extension request is because the employer / applicant has now engaged the services of a lawyer / LIA or changed their current representation, then it is recommended to grant an extension as the new lawyer / LIA will need time to review the application and respond to the letter.</p> <p>Up to 5 additional working days is generally considered to be a reasonable extension timeframe in most circumstances. Where a request for a longer response date time frame is received, this may be considered and granted on a case-by-case basis for compelling and relevant circumstances.</p> <p>If you are considering granting a longer extension or denying granting an extension where the circumstances of the application appear sensitive, please speak with a TA or your IM.</p> <p>Where a response date extension is granted, a new PPI letter should be issued in ADEPT with the new response date.</p> <p>Relevant VisaPaks:</p> <ul style="list-style-type: none"> • VisaPak 604 – Response date extensions for Potentially Prejudicial Information Letters and Requests for Information related to Accredited Employer processing • VisaPak 438 – PPI Letters and Request for Information (RFI) Return to Business as Usual • VisaPak 201 – Privacy Act and Official Information Act requests in response to Potentially Prejudicial Information letters
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TA Update 15/10/2024

Reminder not to decline applications before the PPI deadline	A1.5	<p>Please do not automatically decline an application you have sent a PPI letter for before the PPI deadline. This is because if a decline decision is made prior to the deadline outlined in the PPI letter, it could appear as though we are not abiding by the principles of fairness and natural justice as required by instruction A1.5.</p> <p>When you have received a response to a PPI letter before the PPI deadline and you notice the response still does not demonstrate requirements are met, then VisaPak 204 states you have two options:</p> <ol style="list-style-type: none"> 1. Contact the applicant / advisor / employer informing them that their PPI response has been received, and that unless they wish to provide further information then a decision will be made based on the information they have provided. If they advise that no additional information will be provided then a decision can be made. <ol style="list-style-type: none"> a. If this is done via a phone call, make sure to record the conversation in General notes outlining that the applicant has confirmed that no further information is to be provided and they were advised that a decision would be made based on the information they provided. If this is done via email, then ensure you paste a copy of this email in General notes. b. This option may be appropriate for scenarios where the applicant / advisor / employer has requested an urgent decision be made, or have indicated they do not intend to provide any further information in response to the PPI letter. 2. Wait until the PPI deadline date has passed and then make a decision based on the information you have received. <ol style="list-style-type: none"> a. In most cases this option will be the most appropriate to take. <p>If you are not sure which option is most appropriate for your application, please consult a SIO / Duty TA.</p>
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Visa Pak

Visa Services management information pack

IMMIGRATION
NEW ZEALAND



Issue 141 - 13 November 2013

Key email addresses for queries to Operations Support

INZ - Ops Residence & Work <INZ-.OpsResidence&Work@dol.govt.nz>;
INZ - Ops Health & Character <INZ-.OpsHealth&Character@dol.govt.nz>;
INZ - Ops Student & Visitor <INZ-.OpsStudent&Visitor@dol.govt.nz>;
INZ - Ops Sensitive Issues <INZ-.OpsSensitiveIssues@dol.govt.nz>

Reminder – Withdrawal Requests

To: All Staff	From: Katy MacLeod, Operations Support
Action required: Follow advice below	

Issue

Operations Support has previously issued advice on whether a principal or secondary applicant applying for a residence class or temporary entry visa is able to request and have their application withdrawn. The advice stated that the vast majority of applications once made must be decided and not withdrawn.

A number of staff have since asked whether there is any further update on this issue.

Advice

Staff should not expressly encourage or suggest the withdrawal of applications.

Staff should agree to withdraw applications when requested by applicants.

Staff may continue to raise an alert/warning on AMS (if appropriate and in accordance with relevant guidelines), despite the application being withdrawn.

Action

Follow this advice.

Contact	Katy MacLeod
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Keyword	Withdrawal of applications		
Links (e.g. intranet)	NO		
Staff toolkit reference	YES		
Publish on website	NO		
Visa Pak issue date	13 December 2013	Visa Pak no:	141

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