



23 OCT 2018



Dear 

On 13 August 2018, you emailed the Ministry requesting, under the Official Information Act 1982, information regarding SuperGold and Veteran SuperGold cards.

For clarity, your questions are addressed in turn.

1. *Under the Official Information Act, I request any and all information from the Ministry of Social Development regarding misuse and illegal use of SuperGold or Veteran SuperGold cards.*

The vast majority of clients use their cards responsibly. In the few cases where checks show a person is not qualified to hold a card, the Ministry recalls the card. When a client dies, the family or estate is asked to cut the card in half.

Participating businesses fund their own SuperGold discount and so it is in their best interests to ask for other ID if they suspect any misuse. For the SuperGold free off-peak transport which is government funded – bus drivers can ask for another form of ID if they suspect any misuse.

Please find attached a copy of the following documents:

- Report '*SuperGold Card fraud prevention strategies*' dated 18 May 2016, outlining potential information sharing arrangements to prevent SuperGold Card fraud.
- Memo dated 8 January 2015, the memo outlines a case where an individual was found to be in possession of another person's SuperGold Card and had been using it to access free public transport.
- Emails dated 23 April 2012 to 10 May 2012, the emails outline a few cases where bus drivers had reported alleged misuse of SuperGold Cards on the Metrolink Bus Service.
- Emails dated 7 August 2017 to 9 August 2017, the emails outlined an alleged case of misuse of a SuperGold Card where a 16 year old was using the card to travel on the bus.

The memo and emails are included as examples of the Ministry's processes when possible misuse of a SuperGold Card has been detected.

Some information is withheld under section 9(2)(j) of the Act to enable the Ministry to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations). The greater public interest is in ensuring that government agencies can continue to negotiate without prejudice.

Some information is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

Additionally, some information is withheld under section 9(2)(h) of the Act in order to maintain legal professional privilege. The greater public interest is in ensuring that government agencies can continue to obtain confidential legal advice.

Finally, some information is withheld under section 9(2)(b)(ii) of the Act as, if released, it would be likely to prejudice the commercial position of the person who supplied or who is the subject of the information. The greater public interest is in ensuring that the commercial position can be maintained.

2. *I would like all information on any SuperGold or Veteran SuperGold cards that have been recalled by the Ministry. This would include, but is not limited to, information on client files stating that a card had been recalled.*

As SuperGold Cards are rarely recalled, there is no centralised reporting system to record all cases of recalled cards. As such, I am unable to provide you with this information as it is held in notes on individual case files. In order to provide you with this information Ministry staff would have to manually review hundreds of thousands of Superannuitants files. As such I refuse your request under section 18(f) of the Official Information Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

3. *I seek any and all information regarding fake or counterfeit SuperGold or Veteran SuperGold cards.*

The Ministry is not aware of any cases where a SuperGold Card has been found to be a fake or counterfeit card. As such, I am refusing your request under section 18(g) of the Official Information Act as the information you have requested is not held by the Ministry and I have no grounds to believe that the information is held by another department or Minister of the Crown or organisation.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,

- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding SuperGold Card misuse, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Yours sincerely



Marama Edwards

**Group General Manager Community Partnerships and Programmes**



# Report

**Date:** 18 May 2016

**Security Level:** IN CONFIDENCE

**To:** Honourable Maggie Barry ONZM, Minister for Seniors

## SuperGold Card fraud prevention strategies

This report seeks your agreement to explore engaging with businesses and transport agencies to develop *ad hoc* information sharing arrangements to prevent SuperGold Card (SGC) fraud.

### Recommended actions

It is recommended that you:

- 1 **note** that more and more businesses are offering SGC discounts, including technology and communication businesses (9(2)(b)(ii)) looking at offering SGC discounts directly online
- 2 **note** that Cabinet has implemented changes to the transport concession scheme that allow regions to adopt a mandatory smartcard system, leading to the creation of separate regional cards that must be used in concert with the SGC to access the concession
- 3 **note** that GreyPower and other advocacy groups have expressed concerns regarding fraudulent use of the SGC
- 4 **note** that the financing of the transport concession scheme has changed to bulk funding starting in 2016/17, putting pressure on transport agencies to increase efficiencies and prevent fraud
- 5 **note** that we recommend developing *ad hoc* data sharing arrangements with businesses and transport agencies as they can be tailored to the particular circumstances and provide flexibility to address specific fraud concerns, while protecting SGC holders' privacy
- 6 **agree** that we explore establishing *ad hoc* data sharing arrangements with interested businesses and transport agencies to prevent SGC fraud

### Agree/Disagree

- 7 **note** that cooperating with large businesses such as (9(2)(b)(ii)) is likely to attract other businesses to the SGC discounts platform

8 **agree** that we engage with 9(2)(b)(ii) to explore the option of an information sharing arrangement to prevent SGC online fraud

**Agree/Disagree**

9 **note** that Auckland Transport are developing internal fraud mitigation strategies sufficient to prevent the current fraud risks

10 **agree** that we engage with Auckland Transport to assess further cooperation on fraud prevention strategies as required.

**Agree/Disagree**



\_\_\_\_\_  
Sacha O'Dea  
General Manager  
Ageing, Disability and International

18/5/16

\_\_\_\_\_  
Date

\_\_\_\_\_  
Hon Maggie Barry, ONZM  
Minister for Seniors

\_\_\_\_\_  
Date

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OFFICIAL INFORMATION ACT

## **The SuperGold Card is a multi-purpose discount and concession card for older New Zealanders**

- 1 The SuperGold Card (SGC) was introduced in 2007 as a discount and concessions card issued to all eligible older New Zealanders to recognise the contribution they have made, and continue to make, to New Zealand society. There are currently around 680,000 SGC holders.
- 2 The SGC gives access to discounts from a wide range of businesses nationwide, and facilitates easy access to government entitlements and local authority services and concessions. SGC holders can present their card at participating businesses to prove that they are eligible to receive the discount. At the end of April 2016, there were 8,230 participating businesses representing 12,902 outlets, offering discounts for card holders.
- 3 A person who is eligible for the Community Services Card can have it included as part of their SGC, so that they have one card instead of two. Entitlement for Community Services Card lasts for one to three years (depending on an income test), new SGCs are issued at the point of reassessment as the old one expires.
- 4 A significant component of the SGC scheme is the off peak transport concession scheme that enables SGC holders to travel for free on scheduled public transport, administered by the New Zealand Transport Agency.
- 5 Changes introduced by Cabinet to the transport concession scheme in June 2015 allow regional transport agencies to adopt mandatory smart cards to access the regional transport system. This means SGC holders, in order to access the concession, will need to have separate cards for each region they visit that adopts mandatory smart cards,
- 6 Cabinet also agreed to shift to a bulk funding approach from 2016/17. The change brings the SGC funding in line with the way other public transport funding is allocated and provides a ceiling on the cost of the scheme. As any cost overruns need to be funded by councils, it encourages cost savings and efficiencies, including greater focus on fraud prevention strategies.

### *The expectations of older people are changing*

- 7 The needs of SGC holders are changing with the baby boomer cohort now reaching older age. This cohort is larger and has different expectations and a wider range of circumstances than previous cohorts. For example, in the future, there is likely to be a greater number of older people experiencing hardship with acute needs, and a greater number of older people who are resilient and work past the age of 65.
- 8 The coming generation of older people will be more 'technology savvy' than previous generations. As future generations of older people will have had more experience with technology, it is likely that there will be a greater acceptance of smart cards and other IT options.

### **There are risks of SGC fraud**

- 9 GreyPower, other advocacy groups and businesses have expressed concerns regarding fraudulent undetected use of the SGC.
- 10 At the moment SGC use is not traceable. Therefore, fraud is very difficult to identify. Reports of fraud have been anecdotal in nature.
- 11 We have identified three risks of fraud related to the SGC:
  - A SGC could be forged.
  - People not entitled to a SGC could use someone else's card

- In the hypothetical context of SGC discounts becoming available online, fake or discontinued SGC numbers (eg. the number of an expired card) could be used to access the discounts.

#### *Transport specific risks*

- 12 The use of smart card technology on public transport is increasing across New Zealand. Smart transport cards have the ability to streamline fare payment transactions and verification of concession entitlement. They also ensure that the number and type of journeys (including concessions) made by the cardholder are accurately recorded. They may assist in reducing boarding times for passengers and assist transport operators plan changes to schedules.
- 13 In larger urban New Zealand regions, smart transport card systems are either already in place, or integrated plans are being developed:
  - Otago and Southland have adopted an integrated smart card system with access to the SGC travel concession being conditional on the use of the regional smart card.
  - In Auckland, SGC holders are voluntarily moving to the smart SGC-enabled Auckland Transport (AT) HOP card. Auckland Transport is in the process of making the AT HOP card mandatory to access its services.
  - Wellington currently offers a smart card for tagging on and off public transport and is due to introduce a regional integrated ticketing system by 2018.
  - Christchurch currently has no plans to review its ticketing system to require smart cards for SGC holders.
- 14 A number of transport specific fraud risks have been identified:
  - People not entitled to a SGC using concession enabled transport cards. This risk increases for transport agencies with separate smart cards as:
    - One person may be able to get multiple transport smart cards loaded with the same SGC concession.
    - Visitors to a region that require smart cards could leave it behind once they leave the area while retaining their SGC.
  - If a transport agency decides to offer an online sign up system they will incur in the same risks as other online businesses: fake or discontinued SGC numbers (eg. the number of an expired card) could be used to access the discounts.

#### **There are three viable fraud prevention strategies**

- 15 The options are:
  - Option 1: adopt ad hoc data sharing agreements with businesses and transport agencies
  - Option 2: develop a photo SGC to be used as formal proof of identity
  - Option 3: develop a Smart SGC

#### ***We recommend ad hoc information sharing arrangements as the preferred strategy to prevent SGC fraud***

- 16 Data sharing arrangements are an efficient way to cooperate with business and transport agencies allowing to tailor the agreement to the particular circumstances.
- 17 Privacy guarantees can be embedded in the arrangements and the information shared can be limited to that strictly necessary to the agency, further protecting SGC holders' privacy.

*Online businesses:* 9(2)(b)(ii)

- 18 The 9(2)(b)(ii) has showed an interest in offering a SGC specific discount. According to 9(2)(b)(ii) business model, access to the offer would be mostly online. A registration site would be set up that enables SGC holders to register for the offer, where they would use their SGC card number as a way to validate them to participate in the offer.
- 19 In order to avoid fake or disabled SGC numbers being used to access the discount, 9(2)(b)(ii) would need to have access to a list of valid SGC numbers. The list would be anonymous and appropriate measures would be put in place to safeguard the privacy of SGC holders. A letter of Agreement or a Memorandum of Understanding would need to be developed by our legal team. No additional costs are associated with this option.
- 20 Similar arrangements could be established on an *ad hoc* basis with other businesses that wish to offer SGC discounts directly online. Cooperating with large businesses such as 9(2)(b)(ii) is likely to attract other businesses to the SGC discounts platform.

*Transport Agencies: Auckland Transport*

- 21 Auckland Transport (AT) is in the process of making the AT HOP card mandatory for access to its services. SGC holders will have to carry both their SGC and the AT HOP card with the transport concession loaded. The SGC will have to be shown upon request. AT have informed us that they will require SGC holders to present their SGC and proof of identity to have their concession loaded on the AT HOP card.
- 22 We believe the measures proposed by AT are sufficient to prevent fraud risk.
- 23 AT HOP card registration details could be regularly matched against the Ministry SGC records to ensure the SGC and HOP card belong to the same person and one person does not have more than one HOP card with their concession loaded on. A regular match of card numbers, names and addresses would require the development of IT infrastructure with corresponding cost.
- 24 However such a data match would not solve the problem of people not entitled to a SGC using someone else's lawfully obtained HOP card. The issue of multiple HOP cards being issued to the same SGC can be solved by the AT checking their own records at the moment of purchase.
- 25 If AT were to offer an online sign up system, an information agreement similar to that discussed in relation to other online businesses could be considered.

***A Photo SGC would prevent fraud, but only in face-to-face interactions***

- 26 A photo SGC would reduce the risk of other people impersonating the SGC holder in face-to-face interactions to use the discounts and concessions. It would not make a difference in situations where the SGC could be used without someone sighting both the card and cardholder.
- 27 One of the advantages of smart ticketing is the adoption of automatic barriers to access public transport such as trains or ferries. A photo SGC would not on its own allow automatic access, and would require an alternative ticketing system instead.
- 28 Participating businesses could alternatively mitigate the risk of people impersonating SGC holders by requiring them to present a form of photo ID. We believe that most superannuitants have other forms of photo ID available to them. Only about 3.5 percent of SGC holders have opted to put a photo on their SGC (free of charge to the cardholder). Figures sourced from the New Zealand Transport



Agency show that around 80 percent of cardholders aged 65+ have a New Zealand driver licence.<sup>1</sup>

- 29 The cost for the Ministry of Social Development to issue a photo SGC is 9(2)(j), 9(2)(b)(ii) per card. If the photo SGC became standard a lower bulk price could be negotiated. However, it is likely that would be higher than the current base price of 9(2)(j), 9(2)(b)(ii) per card.
- 30 The SGC could be turned into a formal proof of identity by adding a photo and connecting the card with online services such as RealMe.
- 31 Online security services such as RealMe are used for proving a person's identity for online services and transactions. RealMe provides a verified user name and password and extra evidence of identity online. It does not have the safety guarantees of a formal ID and does not need to be attached to a physical card to be used.

***A Smart SGC is a good option in the long term, but is not an immediate priority***

- 32 Since the introduction of the SGC in 2007, the development of smart card technology has expanded significantly. A microchip-enabled or "smart" card is typically a credit card-sized plastic card with a small embedded microchip that can be programmed to store information and perform certain tasks. The small microchip communicates with a smart card reader that is able to read information from the microchip and write information back from a shared network. Smart cards have a number of advantages over other types of cards, including:
  - holding more information, which can be managed and updated dynamically
  - supporting multiple applications and functions
  - increased flexibility and security of payment processing.
- 33 The use of smart card technology is expanding across sectors in New Zealand. Examples include Visa and MasterCard PayWave cards, OneSmart Airpoints dollars cards, fuel discount cards, loyalty cards, Fly Buys cards, and transport cards such as the Otago GoCard, Auckland HOP card and Wellington Snapper card.
- 34 The ability of a Smart SGC to track usage would allow more careful checks of unusual behaviour that could be flagged and investigated. For example the daily usage of the Waiheke Ferry by one person who does not live on the island may suggest that one card is being shared among several people.
- 35 Currently smart ticketing systems for public transport are being developed across the country in a non-integrated fashion with different technology being used in different regions. The development of a Smart SGC would have to account for those differences.
- 36 Progress with the development of smart card technology infrastructure in the transport and non-transport sectors will keep developing over time. There is an opportunity for appropriate consideration and the development of a long-term view on implementing smart card technology for SGCs and how other smart card features could be built in.
- 37 While there are a range of reasons for considering improving the functionality of SGC now or at some point in the future, the change would require funding to be

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<sup>1</sup> Additionally, around 58 percent of cardholders (aged 65+) have a passport and the 18+ Card is already available as an additional official proof of identity

sought through the Budget process and there is no requirement for immediate change. Options could be developed and implemented over time.

- 38 We estimate the total cost for an initial roll out of a Smart SGC to all cardholders between \$5.35m and \$6.05m (excluding any infrastructure related transition costs).

### **Next steps**

- 39 Subject to your agreement to option 1, we will engage with <sup>9(2)(b)(ii)</sup> and other interested businesses and provide you with a more detailed report on a suitable information sharing arrangement.
- 40 Subject to your agreement we will engage with Auckland Transport to assess further cooperation on fraud mitigation as required.

REP/16/5/549

File ref: A8859418

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# memo

**To:** Lindsay Meehan  
General Manager Senior Services

**cc:** 9(2)(a) National Manager Service Delivery  
9(2)(a) Key Account Manager SuperGold Card

**From:** 9(2)(a) National Manager Service Development and Support

**Date:** 8 January 2015

**Security level:** Sensitive and in confidence

This memo may contain legal advice and be legally privileged. It should not be disclosed on an information request, without further legal advice.

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## Subject

**Action** For agreement 16 January 2015

### Purpose

1. This memo details the approach to a case of possible misuse of the SuperGold Card.

### Background

2. On 9 October 2014 the New Zealand Transport Agency (NZTA) forwarded an email from Ritchies Transport Holdings Limited (Ritchies) that had been onsent from the Otago Regional Council regarding a suspicion of misuse of a SuperGold Card.
3. On 4 October 2014 9(2)(a) left his wallet on a Ritchies bus. The bus driver went through the wallet to establish the owner and found the Community Services Card and a GO bus card for 9(2)(a) along with a SuperGold card for 9(2)(a).
4. A review of the travel records by the Otago Regional Council shows that \$800 worth of free travel has been attributed to 9(2)(a) using the SuperGold Card of 9(2)(a) 9(2)(a) NZTA has assessed this amount covering the period December 2013 to October 2014.

## The two clients

5. 9(2)(a) and is now aged 65 years. He was born 9(2)(a) 9(2)(a) and receives New Zealand Superannuation (NZS) and has a SuperGold Card in his own name.
6. The client 9(2)(a) is aged 70 years and also lives in 9(2)(a). He was born 9(2)(a) 9(2)(a) Mr 9(2)(a) Supergold Card expired on 31 May 2014 and he now has a new card.
7. This means that a proportion of the free travel taken was using an expired card.

9(2)(h)



## Evidence of fraud

11. The onus of proving fraud sits with the Ministry.
12. There is no application process for the client to get a SuperGold Card. Cards are issued automatically at the grant of NZS. This means that there is no written evidence to confirm that when issued with the card 9(2)(a) knew it could not be lent or given to any other person.
13. The reverse of the card states the card is NOT TRANSFERABLE. The Ministry website has a section on Conditions for using your card which sets out that it cannot be lent, assigned or pledged to any other person. The website advises that there is a \$1,000 fine if the card is used illegally.
14. We do not know the circumstances around 9(2)(a) using 9(2)(a) card. The Ministry would need to prove that one or both parties *knowingly* misused the card and fully understood the conditions of use of the card.

## Preferred approach

15. The Ministry arranges for 9(2)(a) to be contacted first and asked to attend an interview about the misuse of the card. A letter should set out that we had been advised another person was using his card and that we would like to talk to him about it.
16. Once 9(2)(a) has been interviewed we write to 9(2)(a) also setting out that we have been advised he was using another person's card and that we would like to talk to him about it.
17. The interviews should be managed through the Seniors Local Services Manager in 9(2)(a) with some background 'scripting' from national office. Rather than a formal

legal interview the preferred approach is that both interviews are more of a discussion.

18. Depending on the responses and the situation, it may be that a warning letter is sent to one or both parties at the conclusion of the interviews/discussions.

**Recommendation**

19. It is recommended that you:

- **Agree** that both clients are first interviewed through a Senior Services Local Services Manager to establish the background to the alleged incorrect use of the card and reasons for any misuse
- **Agree** a further decision is made on the most appropriate action to take once we have the outcome of the two interviews
- **Note** scripting and support will be provided to the LSM as provided in Appendix 1 attached.

Agreed/~~not agreed~~



Lindsay Meehan  
General Manager  
Senior Services

9.11.15

Date

## Appendix 1 – Scene setting questions

9(2)(a)

After introductions and detailing the reason for the meeting some question to start may be:

- Do you understand the conditions around the use of the SuperGold card?
- Have you ever lent the card to another person and why?
- Where you aware that another person was using your SuperGold Card?
- Do you know how they got hold of your card? (If he had not lent it).
- Tell me the circumstances around this.

Further questions will depend on the response from the client. It is important to understand however whether 9(2)(a) gave the card to the other person and if not whether he was aware it was missing and the circumstances. It is also an opportunity to reinforce the conditions around the card and the importance of keeping it secure.

9(2)(a)

Provide introductions and the purpose of the meeting. Set out that we have had a complaint that he was using another person's SuperGold card and obtained free travel that he should not have had.

- Tell me how and why you had a SuperGold card that belongs to another person?
- Do you understand the conditions of use of the card?
- Why were you using the card to travel when you were not yet 65 years and had no entitlement to use it?

Further questions will depend on the client response to questions.

Emphasise the importance of keeping his own card secure and the consequences of lending it to other people.

He is likely to ask what happens next. Advise him this will need to be discussed further and we will advise him of the outcome.

File ref: A7879361

Enclosures: Appendix 1

9(2)(a)

**From:** 9(2)(a)  
**Sent:** Friday, 24 August 2018 11:28 a.m.  
**To:** 9(2)(a)  
**Cc:** 9(2)(a)  
**Subject:** FW: Misuse of Supergold card for free travel on Metrolink bus service.

**Categories:** Red Category

Email 2...

-----Original Message-----

**From:** 9(2)(a)  
**Sent:** Thursday, 10 May 2012 1:20 p.m.  
**To:** 9(2)(a)  
**Cc:** 9(2)(a)  
**Subject:** RE: Misuse of Supergold card for free travel on Metrolink bus service.

Thanks 9(2)(a) or your time following this up.

Much appreciated.

9(2)(a)

-----Original Message-----

**From:** 9(2)(a)  
**Sent:** Thursday, 10 May 2012 12:50 p.m.  
**To:** 9(2)(a)  
**Cc:** 9(2)(a)  
**Subject:** RE: Misuse of Supergold card for free travel on Metrolink bus service.

8th April 2012.

9(2)(a) ----- Lady tried to use card. When questioned she paid appropriate cash fare.

Called client @ 12.36pm did check and he does still have his current card on him. Advised his card is for his personal use only and cannot be given to family or friends to use.

-----  
9(2)(a) ----- Card expiry date 14/12/10.

Contact number in UCVII does not belong to client - number removed

-----  
21st April 2012.

9(2)(a) . Male paid cash fare.

Called client 12.46pm checked and he does still have his current card on him. Advised his card is for him only and cannot be given to friends or family.

9(2)(a) . Card expiry date 08/02/11. Pax got off bus when questioned.

Number not valid in UCVII – number removed

Cheers all

---  
9(2)(a)  
Customer Service Officer  
Ministry of Social Development

-----Original Message-----

From: 9(2)(a)  
Sent: Thursday, 10 May 2012 12:25 p.m.  
To: 9(2)(a)  
Cc: 9(2)(a)  
Subject: RE: Misuse of Supergold card for free travel on Metrolink bus service.

Thanks 9(2)(a)

For letting me know.

9(2)(a) could I please get you to let me know when you have completed these calls.

Much appreciated.

9(2)(a)

-----Original Message-----

From: 9(2)(a)  
Sent: Thursday, 10 May 2012 12:07 p.m.  
To: 9(2)(a)  
Cc: 9(2)(a)  
Subject: RE: Misuse of Supergold card for free travel on Metrolink bus service.

Hi 9(2)(a)

9(2)(a) was going to follow this up:)

-----Original Message-----

From: 9(2)(a) On Behalf Of 9(2)(a)  
Sent: Thursday, 10 May 2012 10:42 a.m.  
To: 9(2)(a)  
Subject: FW: Misuse of Supergold card for free travel on Metrolink bus service.

-----Original Message-----

From: 9(2)(a)  
Sent: Thursday, 10 May 2012 10:17 a.m.  
To: 9(2)(a)  
Cc: 9(2)(a)  
Subject: RE: Misuse of Supergold card for free travel on Metrolink bus service.

Hi 9(2)(a)

I forgot to add, it would be great if the person who is following this up could let me know how the calls went.



Thanks

9(2)(a)

-----Original Message-----

From: 9(2)(a)

Sent: Tuesday, 8 May 2012 8:07 a.m.

To: 9(2)(a)

Cc: 9(2)(a)

Subject: FW: Misuse of Supergold card for free travel on Metrolink bus service.

Hi 9(2)(a)

Please see below a recent email that was sent by a duty supervisor at Metrolink Bus Service about alleged misuse of the SuperGold Card (as reported by their bus drivers).

In the main we think that the cardholders have just inadvertently used an older version of their card.

Can I please get one of your staff to give them a courtesy call to make sure that they are using their current card and destroy their expired card to avoid any future issues.

We wouldn't want to come over as heavy handed and so could soften the conversation by also having a general check to make sure all of their details are correct.

In the case of 9(2)(a) however it is alleged that a lady tried to use his card. We just want to make sure that he is in possession of his card and to clarify with him that his card is for his personal use only (again in a soft/gentle reminder kind of way).

Many thanks in advance for your help on this.

Cheers

9(2)(a)

Perhaps in this case the conversation could be that we are just checking that he has his card -----Original Message-----

From: 9(2)(a)

Sent: Monday, 23 April 2012 3:09 p.m.

To: 9(2)(a)

Subject: Misuse of Supergold card for free travel on Metrolink bus service.

Hi 9(2)(a)

Just a follow up to our conversation today, and thanks for your assistance. Please find following the names and card numbers of cards which are apparently being misused.

8th April 2012.

9(2)(a) . ---- Lady tried to use card. When questioned she paid appropriate cash fare.

9(2)(a) . ----- Card expiry date 14/12/10.

21st April 2012.

9(2)(a) . Male paid cash fare.

9(2)(a) . Card expiry date 08/02/11. Pax got off bus when questioned.

Once again thanks for your help 9(2)(a) if I get any further examples from drivers, I shall forward the information to you.

Regards.

9(2)(a) .

Duty Supervisor. City Depot.

Please consider the environment before printing this email and its attachments.  
Avoid printing, or print double-sided if you can.

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9(2)(a)

**From:** 9(2)(a)  
**Sent:** Friday, 24 August 2018 11:27 a.m.  
**To:** 9(2)(a)  
**Cc:** 9(2)(a)  
**Subject:** FW: Gold card misuse

**Categories:** Red Category

Hi 9(2)(a)

Soft copy of email 1.....

Cheers

9(2)(a)

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**From:** 9(2)(a)  
**Sent:** Wednesday, 9 August 2017 10:01 a.m.  
**To:** 9(2)(a)  
**Subject:** FW: Gold card misuse

Hi Both

Please see the email history below. Could this client please be contacted to check if she has her SGC.

Many thanks

9(2)(a)

9(2)(a)  
Key Account Manager, SuperGold Card  
Ministry of Social Development 9(2)(k)  
PO Box 1556 | Physical address: Level 8, The Aurora Centre, 56 The Terrace, Wellington



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIAŪ ORA

**MSD Purpose:**  
*We help New Zealanders to help themselves to be safe, strong and independent  
Ko ta mātou he whakamana tangata kia tū haumarū, kia tū kaha, kia tū motuhake*

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**From:** 9(2)(a)  
**Sent:** Tuesday, 8 August 2017 8:41 p.m.  
**To:** 9(2)(a) (AT)  
**Subject:** Re: Gold card misuse

Thanks a lot 9(2)(a) for passing this info on - we'll follow this up with the client. I hope all is well with you Cheers 9(2)(a)

On 8/08/2017, at 11:09 AM, 9(2)(a) (AT) 9(2)(a) wrote:

Hi 9(2)(a)

Not sure what you do with this kind of thing, but it would seem that 9(2)(a) Supergold ID is now in the hands of a 16 year old

Do you want to follow up with your customer? She doesn't have a HOP card, so isn't one of ours.

9(2)(a)

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**From:** 9(2)(a) (AT)  
**Sent:** Tuesday, 8 August 2017 11:06 a.m.  
**To:** 9(2)(a)  
**Subject:** RE: Gold card misuse

Ok thanks 9(2)(a)

This card that has been presented below is a SuperGold ID issued by the Ministry of Social Development.

It isn't a HOP card number unfortunately and on checking there is no HOP card that I can find with a SuperGold concession issued to 9(2)(a)

These cards can't be used to tag onto a bus, so the FPD wouldn't have beeped.

I'll advise MSD that the ID may have been stolen and to contact their customer

Thanks for letting us know

9(2)(a)

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**From:** 9(2)(a)  
**Sent:** Tuesday, 8 August 2017 9:43 a.m.  
**To:** 9(2)(a)  
9(2)(a)  
**Subject:** RE: Gold card misuse

Hi 9(2)(a)

I believe that the number was taken from the Gold HOP card presented to the FPD. It caught the drivers eye and he asked to have a look at it then recorded the numbers and name.

Regards

9(2)(a)  
Operations Manager  
**HOWICK & EASTERN BUSES LTD**  
9(2)(k)

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**From:** 9(2)(a)  
**Sent:** Monday, August 7, 2017 9:14 AM  
**To:** 9(2)(a)  
**Subject:** RE: Gold card misuse

Morning 9(2)(a)

Sorry can I just confirm what the HOP card number was that the youth was using? Customers can't travel using their SG ID card.

Cheers

9(2)(a)

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**From:** 9(2)(a)  
**Sent:** Monday, 7 August 2017 8:46 a.m.  
**To:** 9(2)(a)  
**Cc:** 9(2)(a)  
**Subject:** Gold card misuse

Good morning team,

Over the weekend my team have identified a young Caucasian male (approx. 16+yrs) who was using a Gold Card Number 9(2)(a) on Sunday 06/08/17 to travel on our vehicle 170. The youth was not accompanying the owner of the Card – 9(2)(a) .

Regards

9(2)(a)

Operations Manager

**HOWICK & EASTERN BUSES LTD**

T 09 273 3660 | F 09 273 3663 | M 027 223 7482

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