



14 May 2024

Tēnā koe

Official Information Act request

Thank you for your online query submitted on 2 May 2024, requesting information about how the Ministry of Social Development (the Ministry) accepts bank account documentation.

I have considered your request under the Official Information Act 1982 (the Act).

Bank account evidence is required when a client or their agent chooses to use a bank account that the Ministry does not already hold in our system. This means:

- There is no bank account evidence recorded, and
- We have not made any payments to this account for the client before.

If the bank account number has a different suffix to an account number that we hold in our system then no evidence is required.

Bank account evidence must show the:

- Bank logo
- Bank account number (does not have to show suffix), and
- Account name(s).

Examples of acceptable evidence for bank accounts are:

- A bank statement
- A bank print-out stamped by the bank
- A letter from the bank
- ATM print-out
- An internet banking print-out displaying the web address
- Image of online banking (screenshot or photo).

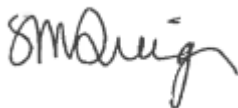
Clients may also choose to complete a Change of Bank Account form to record the request to change their bank account number. You can find more information regarding bank accounts on the Ministry's website at the following link: www.workandincome.govt.nz/on-a-benefit/tell-us/bank-account.html.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, 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 or 0800 802 602.

Ngā mihi nui

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Magnus O'Neill
General Manager
Ministerial and Executive Services