

4. Appendix 6 - Technical Contacts and Policy and Relationship Contacts

Appendix 6 of the Agreement is deleted and replaced with the following:

Technical Contact	Policy and Relationship Contact
For Inland Revenue 9(2)(a) Senior Advisor Business Reporting & Analytics Phone: 9(2)(a) Email: 9(2)(a)@ird.govt.nz	For Inland Revenue 9(2)(a) BT Account Manager Business Transformation Phone: 9(2)(a) Email: 9(2)(a)@ird.govt.nz
For The Ministry of Education 9(2)(a) Senior Research Analyst, Information Analysis and Monitoring Phone: 9(2)(a) Email: 9(2)(a)@minedu.govt.nz	For The Ministry of Education 9(2)(a) Senior Manager Tertiary Sector Performance Analysis Phone: 9(2)(a) Email: 9(2)(a)@education.govt.nz
For The Ministry of Social Development 9(2)(a) Senior Analyst – Reporting Business Intelligence Phone: 9(2)(a) Email: 9(2)(a)@msd.govt.nz	For The Ministry of Social Development 9(2)(a) Lead Advisor Privacy and Information Sharing Phone: 9(2)(a) Email: 9(2)(a)@msd.govt.nz
For Statistics NZ 9(2)(a) Senior Design Analyst Integrated Data Phone: 9(2)(a) Email: 9(2)(a)@stats.govt.nz	For Statistics NZ 9(2)(a) Senior Manager Integrated Data Phone: 9(2)(a) Email: 9(2)(a)@stats.govt.nz

From: 9(2)(a)
Sent: Wednesday, 11 March 2020 9:41 AM
To: 9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>
Cc: 9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>
9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>

9(2)(a) @msd.govt.nz>

Subject: FW: Removing gender items to IR

Hi 9(2)(a)

Gender data has been shared for some time and disregarded/not used by both agencies. Changes to the data share were out of scope for the Gender Identity project, it would be a new work item to remove this data from the data share.

We are changing s192, so this change is not in the scope of the ISP project, I think that we shouldn't been looking to make this change between now and 1 April.

I had a quick chat with Sharon (cc'd), to see if this could be considered as part of IR Release 5, this seems to fit with the changes that they are making and could be added to the scope. Further work needs to occur, but this release is currently looking to change the way that data is shared, so the project will probably have to re-confirm what data is shared.

Are you happy with this approach?

Thanks,

9(2)(a) | Project Manager | Planning and Change
Level 10, 56 The Terrace | P O Box 1556 | Wellington 6011 New Zealand
Phone 9(2)(a) 9(2)(a) | Mobile 9(2)(a)

From: 9(2)(a) @msd.govt.nz>

Sent: Tuesday, 10 March 2020 6:58 PM

To: 9(2)(a) @msd.govt.nz>

Subject: Re: Removing gender items to IR

From: 9(2)(a) @msd.govt.nz>

Sent: Tuesday, 10 March 2020 3:28 PM

To: 9(2)(a) @msd.govt.nz>

Subject: FW: Removing gender items to IR

Avo

The Gender project did not change the rules on sending or receiving we just added 'D' to the existing values that we are sending. IR had confirmed they don't use it; removing gender/sex from the files needed to be raised as a new piece of work. We don't use gender/sex in the algorithm for any data matching.

1. Is MSD still receiving "Sex" data from Inland Revenue, if so are we simply disregarding the data? **We disregard**
2. Is MSD still sending "Sex" data to Inland Revenue and are they disregarding this data? **They should be continuing to disregard**

Does that make sense?

Thanks

9(2)(a)

Out of scope

9(2)(a)

From: 9(2)(a)
Sent: Friday, 3 April 2020 11:49 am
To: 9(2)(a) @ird.govt.nz
Subject: RE: You free for a phone call to discuss a COVID19 matter not related to wage subsidies :)

Yep sounds a good thing to pursue – I'm about to go into another phone conference, but will be free after that, need to have lunch, shall we connect at 2pm? I can ring you.....

From: 9(2)(a)
Sent: Friday, 3 April 2020 11:42 AM
To: 9(2)(a)
Subject: You free for a phone call to discuss a COVID19 matter not related to wage subsidies :)

[IN CONFIDENCE]

Hi 9(2)(a)

I wanted to run something by you this morning if you have time for a phone call.

It is in response to the COVID-19 outbreak, where the Government has asked government departments to issue money owed to taxpayers as soon as possible. This will assist business' cash flow and prevent and mitigate risks to our economy.

We have identified an area that fits – ie we have a number of customers that are owed money from last years – auto-calculation process (like the personal tax summary) – because we don't have a bank account number for them. I am sure you can see where we are going with this. 9(2)(a) work has meant that we have quite a bit of data from MSD already so there is potential there.

I just want to talk through what we are doing - we are still working through it all at present so am just sounding this out being very mindful that MSD is at capacity right now.

How best to take this forward? Thanks 9(2)(a)

9(2)(a) | BT Account Manager Government | Business Transformation | Inland Revenue
T. 64 9(2)(a) | M. 9(2)(a) | L11 Asteron House | 55 Featherston Street Wellington
E. 9(2)(a) @ird.govt.nz

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9(2)(a)

From: 9(2)(a) @ird.govt.nz>
Sent: Tuesday, 5 May 2020 3:35 pm
To: 9(2)(a)
Cc: 9(2)(a)
Subject: RE: Draft MoU for Small Business Cashflow Scheme

[IN CONFIDENCE]

Hi 9(2)(a),

No problem. I expect to have full details of the operational details this afternoon and would like to place a flowchart in the MoU for visibility for everyone.

The team is looking at a daily exchange (with the initial dataset being a 'full' dataset of all wage subsidy applicants).

After that, all new wage subsidy applications approved and paid since the last file was compiled. It will operate in a similar manner to other exchanges with security protocols and exchange platforms.

The plan is to have as much covered off as possible in our first draft with rationale to give you visibility about protection of purpose and rights. Might be a late night again tonight 😊

As an aside, I'm still planning to send you our spreadsheet and tackle those other action points. My attention has been diverted from that this week with the SBCS but it's on my radar – particularly visibility of how we're managing purpose and use of information in these busy-times.

Regards, 9(2)(a)

From: 9(2)(a)
Sent: Tuesday, 5 May 2020 3:09 PM
To: 9(2)(a)
Cc: 9(2)(a)
Subject: RE: Draft MoU for Small Business Cashflow Scheme

Hi there

This email is to confirm we will liaise with OPC about this share – we may need some details from you as I am not so close to the technical details and haven't seen the MOU yet (obviously 😊)

I think it is planned that once you go live we send you a daily extract update to the original data from the wage subsidy database – is this true? Our teams are looking at what they can provide in the timeframe and there are discussions around whether we can do that and if what is needed is a complete extract of all data every day. Which sounds like not a good idea from a privacy point of view, and probably not one I'd like to tell the OPC.

Can you confirm the data exchange and what data will be going at what frequency? I do have the datapoints but the frequency and amount of data exchanged I'll need to include. Also all controls – but of course that will be in the MOU tomorrow, so I can wait for that.

You're not wrong about the busy thing!

Regards

9(2)(a)

From: 9(2)(a) @ird.govt.nz>
Sent: Tuesday, 5 May 2020 2:35 PM
To: 9(2)(a) @msd.govt.nz>, 9(2)(a) @msd.govt.nz>
Cc: 9(2)(a) @msd.govt.nz>, 9(2)(a) @ird.govt.nz>, 9(2)(a)

9(2)(a)

@ird.govt.nz>

Subject: Draft MoU for Small Business Cashflow Scheme

[IN CONFIDENCE]

Good afternoon,

I hope you're all well. It's been an extremely busy week and we appreciate the help you've all been giving us to prepare for implementing the SBCS (Small Business Cashflow Scheme). 9(2)(a) and I plan to send to you a draft MoU for review tomorrow morning.

One question raised by 9(2)(a) is whether it was your intention to liaise with the Privacy Commissioner about this new MoU. We will leave the decision about whether to proceed with this up to you but in the interim, just an early heads up on our progress and our goal is to finalise the MoU by close of business Friday (subject to your agreement with the content of the MoU) but let us know if there are any issues of resourcing at your end.

Thanks again

Regards, 9(2)(a)

9(2)(a)

Information Specialist | Information Sharing | Information & Intelligence Services | Inland Revenue

663 Colombo Street | Christchurch 8001

9(2)(a) | EXTN: 9(2)(a) | 9(2)(a) @ird.govt.nz

Ehara taku toa i te toa takitahi, engari, he toa takitini.

'Success is not the work of one, but the work of many.'

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9(2)(a)

From: 9(2)(a) @ird.govt.nz>
Sent: Wednesday, 6 May 2020 1:50 pm
To: 9(2)(a)
Cc: 9(2)(a)
Subject: Re: MOU - IR MSD - Loan Scheme - COVID 19

Follow Up Flag: Follow up
Flag Status: Flagged

Hello MSD comrades

As you know the scheme is to go live on Monday. This hinges on MSD providing a full-set of data for IRs operational purposes Monday morning. Ideally the MOU will be signed by both MSD and IR by then.

I am seeking clarity, of our options if the MOU is not signed. Would IR need to obtain the dataset under sec 17B, and send through another letter? I am angling for this not to be necessary, mainly because this means quite a bit of formal governance work (paperwork) for IR, ideally we can put efforts into getting the MOU in place.

Happy to discuss over the phone.

regards

9(2)(a) | Group Lead Information Sharing / Library & Research Services
Information & Intelligence Services
M. 9(2)(a)

9(2)(a) | Group Lead Information Sharing / Library & Research Services
Information & Intelligence Services
M. 9(2)(a)

Please refer to the Information Sharing Team [intranet site](#) for more information

From: 9(2)(a)
Sent: Wednesday, 6 May 2020 12:21 PM
To: 9(2)(a)
Cc: 9(2)(a)
Subject: RE: MOU - IR MSD - Loan Scheme - COVID 19
Hi 9(2)(a)

I'm free tomorrow for a meeting if I can help. Just let us know.

I haven't looked at this in detail yet, but wondering whether we have an update on the passage of the new legislation? I see the placeholders, which are fine but obviously having the legal authority is mission-critical...

9(2)(a) may have more up to date info - sorry for any duplication! - but I understood there were some tweaks being considered, to make sure our legal authority to disclose the info was crystal clear).

Another quick thought - schedule 1 - great to have the data fields specified - should clause 3 also specify options to provide all applicants who received payments under the WSS; and all companies that applied for and received payments under the WSS. At the moment the clause only talks about sole trader or self employed datasets so that could raise questions about other (indeed, more likely) datasets - good to avoid ambiguity.

9(2)(a)

From: 9(2)(a) y
Sent: Wednesday, 6 May 2020 11:57 AM
To: 9(2)(a)
Cc: 9(2)(a)
Subject: FW: MOU - IR MSD - Loan Scheme - COVID 19
Importance: High

[IN CONFIDENCE]

Good morning 9(2)(a) and 9(2)(a),

As promised, please find attached the DRAFT MoU for the new Small Business Cashflow Scheme (SBCS). As discussed, we're working to an extremely tight deadline and need production data to implement the scheme on Monday 11th May. A key dependency is having the signed MoU in place by close of business Friday 8th May. Would the 3 of you available to meet with us tomorrow for an hour to discuss any issues or concerns? Let me know your availability and we will agree on a time.

Thanks

Regards, 9(2)(a)
9(2)(a)

Information Specialist | Information Sharing | Information & Intelligence Services | Inland Revenue

663 Colombo Street | Christchurch 8001

9(2)(a) | EXTN 9(2)(a) | 9(2)(a) @ird.govt.nz

Ehara taku toa i te toa takitahi, engari, he toa takitini.

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From: 9(2)(a) @ird.govt.nz>

Sent: Wednesday, 6 May 2020 11:20 AM

To: 9(2)(a) @ird.govt.nz>

Cc: 9(2)(a) @ird.govt.nz>; 9(2)(a) @ird.govt.nz>; 9(2)(a) @ird.govt.nz>

Subject: MOU - IR MSD - Loan Scheme - COVID 19

[IN CONFIDENCE]

Hi 9(2)(a)

Here is a copy with the latest changes for sending to MSD.

Cheers,

9(2)(a)

9(2)(a)

| Senior Solicitor, Corporate Legal

Inland Revenue | Te Tari Taake

Level 8 | 55 Featherston Street | PO Box 2198 | Wellington

DDI. +64 9(2)(a) Extn. 9(2)(a)

E 9(2)(a) @ird.govt.nz

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9(2)(a)

From: 9(2)(a) on behalf of 9(2)(a) @ird.govt.nz>
Sent: Friday, 8 May 2020 10:37 am
To: 9(2)(a)
Cc: 9(2)(a)
Subject: MOU - IR MSD - Loan Scheme - COVID 19

Follow Up Flag: Follow up
Flag Status: Flagged

[IN CONFIDENCE]

Hi 9(2)(a),

One more clause – 3.2 – for your consideration – I understand that this was an issue raised by Stuart/Crown Law?

Albert – are you happy with how this is expressed?

Cheers,
9(2)(a)
(a)

9(2)(a) | *Senior Solicitor, Corporate Legal*
Inland Revenue | Te Tari Taake
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MOU - IR MSD - Loan Scheme - COVID 19.docx (145.9KB)

(145.9KB)

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Inland Revenue
Te Tari Taake



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

Memorandum of Understanding

between Inland Revenue and the Ministry of Social Development

Supplying information to assist Inland Revenue in administering
the small business cashflow scheme
for those affected by Covid-19

May 2020

This Agreement is made effective on the date of the last signature and is

Between Inland Revenue ("IR")

And the Ministry of Social Development ("MSD")

(the "Parties").

1. Interpretation

1.1 The following terms used in this MOU have the following meanings, unless the context requires otherwise:

Term	Meaning
Affected Person or Entity	A person or entity that is entitled to receive (or in fact receives) a government loan under the SBCS due to being affected by the Covid-19 virus, including the self-employed and sole traders.
Applicant	A person or entity that applies for a government loan under the SBCS, whether or not they are entitled to it.
Business Owner	An employee of each Party as designated in this MOU who will oversee the on-going operation of this MOU.
COVID-19	The novel coronavirus, see: https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus
Information	Any information relating to the WSS, as specified at Schedule 1.
IRD Number	A unique identifier assigned by IR.
MOU	This Memorandum of Understanding between IR and MSD, including any Schedules or Appendices.
Personnel	Any employee, agent, contractor or representative of either Party with responsibilities under this MOU.
SBCS	The small business cashflow scheme, as defined at section 7AA(6) of the TAA.
TAA	Tax Administration Act 1994.

WSS

The wage subsidy scheme, as defined at section 7AA(6) of the TAA.

1.2 In this MOU, unless the context requires otherwise, references to:

- a. clauses and Schedules are to clauses and Schedules to this MOU;
- b. the singular includes the plural and vice versa; and
- c. any statute includes any amendment to, or replacement of, that statute and any subordinate legislation made under it.

2. Background

2.1 COVID-19 is a new strain of coronavirus that was discovered in 2019 and has not been previously identified in humans. On 12 March 2020, the World Health Organisation announced that the COVID-19 outbreak qualified as a pandemic.

2.2 In response to the outbreak of the disease, new containment measures have been put in place in New Zealand and overseas, such as border restrictions, quarantine measures and requirements for some or most of the population to stay at home.

2.3 These measures have significant economic impacts on businesses and individuals. The New Zealand Government has responded to the economic damage by providing a range of financial support to New Zealanders, including by making IR-administered loans available to small businesses (the "small business cashflow scheme" or "SBCS").

2.4 In early May 2020, the COVID-19 Response (Taxation and Other Regulatory Urgent Measures) Act 2020 (the Act) was enacted to, amongst other things, make the SBCS available.

2.5 The Act inserts new section 7AA into the TAA. The insertion of section 7AA means that MSD may disclose to IR any information relating to the WSS, and IR may use that information in connection with the exercise or performance of any of its duties, powers, or functions under the Inland Revenue Acts. The Act amends the definition of "tax" in section 3 of the TAA so that administration of the SBCS effectively becomes an IR function under the Inland Revenue Acts.

3. Legal Authority

- 3.1 MSD will disclose Information to IR under this MOU in accordance with section 7AA(4B) of the TAA.
- 3.2 To the extent that any of the Information is Information that MSD has received from IR under the MOU between the Parties in relation to the WSS, the Commissioner of IR authorises the disclosure of that Information under section 18(2)(a) of the TAA, on the basis that the disclosure is required for the purpose of carrying into effect a revenue law.

4. Purpose and Use

- 4.1 In accordance with section 7AA(4B)-(4C) of the TAA, under this MOU, MSD may disclose Information to IR and IR may use that Information in connection with the exercise or performance of any of its duties, powers, or functions under the Inland Revenue Acts (including to administer the SBCS).
- 4.2 In particular, IR may use the Information that MSD supplies to:
 - a. assess eligibility for the SBCS;
 - b. verify any information that IR already holds about an Applicant or Affected Person or Entity;
 - c. administer the loan, including communicating with Applicants and Affected Persons or Entities;
 - d. review and audit loan payments made under the SBCS;
 - e. investigate whether Affected Persons or Entities have received any loan payment under the SBCS to which they may not be entitled and to support any enforcement processes; and
 - f. take proceedings to recover any loan payment to which an Affected Person or Entity is not entitled.

5. Governance process

- 5.1 The Business Owners will be responsible for the operation of this MOU.
- 5.2 The responsibilities of the Business-Owners include:
 - a. co-ordinating the supply and delivery of Information;
 - b. discussing and coordinating Information quality issues;

- c. agreeing in principle to changes to this MOU or further access to the Information;
- d. identifying policy and systems changes at an operational level;
- e. co-ordinating joint MSD and IR reviews of security and other procedures applicable to this MOU whenever either Party believes on reasonable grounds that such a review is necessary;
- f. establishing and maintaining communication and understanding between the two Parties;
- g. resolving any disputes or differences between the Parties, once a dispute or a difference is referred to the Business Owner by business areas from either Party; and
- h. reporting to their Chief Executive and Commissioner in relation to this MOU, as required.

5.3 At the date of this MOU, the Business Owners are as follows:

IR	MSD
<p>Justin McCreedy Customer Group Lead Customer Experience Asteron Centre 55 Featherston St PO Box 2198 Wellington DDI: 9(2)(a) justin.mccreedy@ird.govt.nz</p>	<p>Jason Dwen Group Manager Client Service Support Client Service Support National Office Level 7, The Aurora Centre 56 – 66 The Terrace Wellington DDI: 9(2)(a) Jason.Dwen001@msd.govt.nz</p>

5.4 A Party may change its Business Owner, or their contact details, at any time by giving the other Party's Business Owner written notice of the change via email.

6. Security

- 6.1 MSD will communicate the Information to IR using a secure transmission method specified at Schedule 1.
- 6.2 IR will keep the Information that it receives from MSD in a secure environment and safeguard it from unauthorised access.

7. Accuracy of Information

- 7.1 IR acknowledges that the Information is the most up-to-date Information that MSD holds at the time its provided, but MSD makes no representation as to the accuracy of the Information.
- 7.2 Before using any Information obtained under this MOU, IR agrees to take reasonable steps to ensure that the Information is complete, accurate, relevant, up-to-date and not misleading.
- 7.3 Reasonable steps may include:
 - a. comparing the Information against the information that IR holds about the Applicant of Affected Person or Entity; and
 - b. confirming the Information with the Applicant or Affected Person or Entity.
- 7.4 IR may issue guidance to staff to ensure the appropriate confirmation occurs in each case.

8. Reporting

- 8.1 The Parties will monitor the communication of Information under this MOU and may report within their respective organisations on the:
 - a. volume of Information communicated;
 - b. nature of Information communicated;
 - c. protections applied to the use of Information;
 - d. errors or problems with the Information;
 - e. complaints received.

- 8.2 Reports generated under this clause may also be provided to the Privacy Commissioner and made publicly available through MSD and IR annual reports.

9. Privacy and confidentiality

- 9.1 The Parties must comply with their obligations under the Privacy Act 1993, the Official Information Act 1982, the TAA and the Social Security Act 2018.
- 9.2 If a Party receives a complaint or request under the Privacy Act 1993 or the Official Information Act 1982 relating to the sharing of Information under this MOU, it will consult with the other Party before responding.

10. Breaches of privacy, confidentiality, or security

- 10.1 All breaches of this MOU must immediately be notified to the Business Owner(s) and any actual or suspected unauthorised disclosures of Information must be investigated.
- 10.2 Where an investigation is undertaken, the Parties will provide each other with reasonable assistance through their Business Owners and keep the other informed of progress.
- 10.3 If either Party has reasonable cause to believe that any breach of privacy, confidentiality, or any security provisions in this MOU has occurred or may occur, the Parties may undertake such investigations in relation to that actual or suspected breach as either Party deems necessary. The Parties shall ensure that they provide each other with all reasonable assistance in connection with such inspections or investigations.
- 10.4 If there has been a breach, either Party may suspend the operation of this MOU, including the transfer of Information, to allow time for the breach to be remedied.

11. Responsibility for acts and omissions of Personnel

- 11.1 The Parties are responsible for the acts and omissions of their respective Personnel. In particular, the Parties will:

- a. keep their Personnel informed of all obligations concerning security and confidentiality of Information, including the requirements of the TAA, the Privacy Act 1993, Official Information 1982 and this MOU;
- b. ensure their Personnel are adequately trained to perform the agreed tasks;
- c. ensure that their contracts include clauses obliging those Personnel to observe all such requirements as to security and confidentiality; and
- d. ensure that any Personnel who have not been trained or engaged in accordance with this clause do not have access to the Information.

12. Variations to this MOU

- 12.1 If a Party proposes a variation to this MOU, it must give reasonable notice of the proposed variation, and the reason for the proposed variation, to the other Party.
- 12.2 Any variation to the main body of this MOU must be in writing and signed by the signatories to this MOU, or their delegates.
- 12.3 Variations to, or additions of, schedules or appendices to this MOU must be agreed in writing by the Business Owners by exchange of email.

13. Term and termination

- 13.1 This MOU commences on the date it is last signed (and may be signed in counterparts). It continues in effect until terminated in writing by either Party.
- 13.2 Operation of this MOU will be reviewed after twelve months and again after three years.
- 13.2 The requirements of this MOU concerning retention of information and privacy and confidentiality shall remain in force notwithstanding the termination of this MOU.

14. Record-keeping

14.1 IR will retain and dispose of Information that it obtains from MSD under this MOU in accordance with its obligations under the Public Records Act 2005.

15. Costs

15.1 Each Party will cover its respective costs associated with the arrangements described in this MOU.

SIGNATORIES

Signed for and on behalf of **Inland Revenue** by:

s9(2)(k)

Date: 19 / 05 / 2020

Cath Atkins
Deputy Commissioner
Customer & Compliance Services - Business

Signed for and on behalf of the **Ministry of Social Development** by:

s9(2)(k)

Date: 18 / 05 / 2020

Viv Rickard
Deputy Chief Executive
Service Delivery

Schedule 1

1. Transmission Process

- a. Information will be supplied using SFTP to a specified file directory supplied by IR, using the process specified at Schedule 2. The data file will be automatically retrieved and uploaded into IR's systems.
- b. The Parties will work together to remedy any technical faults in the transmission of Information as soon as practicable.
- c. Data will be sent every day until 12 July 2020 when continuation will be reviewed. The daily share will continue if it is required.

2. **Information** - MSD will provide IR with Information in relation to Applicants or Affected Persons or Entities on a daily basis that includes, but is not limited to:

Field	Data type	Max length	Description
Record Type	Text	3	ADD, CHG
IRD number	Number	9	Business' IRD number. All fields should be 8 or 9 numbers long.
Business name	Text	255	Business' name (includes sole traders)
Amount paid	Number	8	Positive number that contains decimal place. Amount the customer received under the WSS.
Amount repaid	Number	8	Positive number that contains decimal place. Amount the customer repaid under the WSS. The amount is subtracted from the amount paid to determine the amount the customer actually received under the WSS. Example:

			Amount paid		\$:
			Amount repaid		:
			WSS amount used by IR for business loan calculations		!
Application Date	Date	10	Formatted as dd/mm/yyyy Example: 24/03/2020		
Change Reason	Text	255	Optional informational field for Change records to represent the reason for the change (Audit Completed, Voluntary Disclosure, etc).		
Refund Date	Date	10	Formatted as dd/mm/yyyy Where client has made multiple refunds, this will be the last refund date		

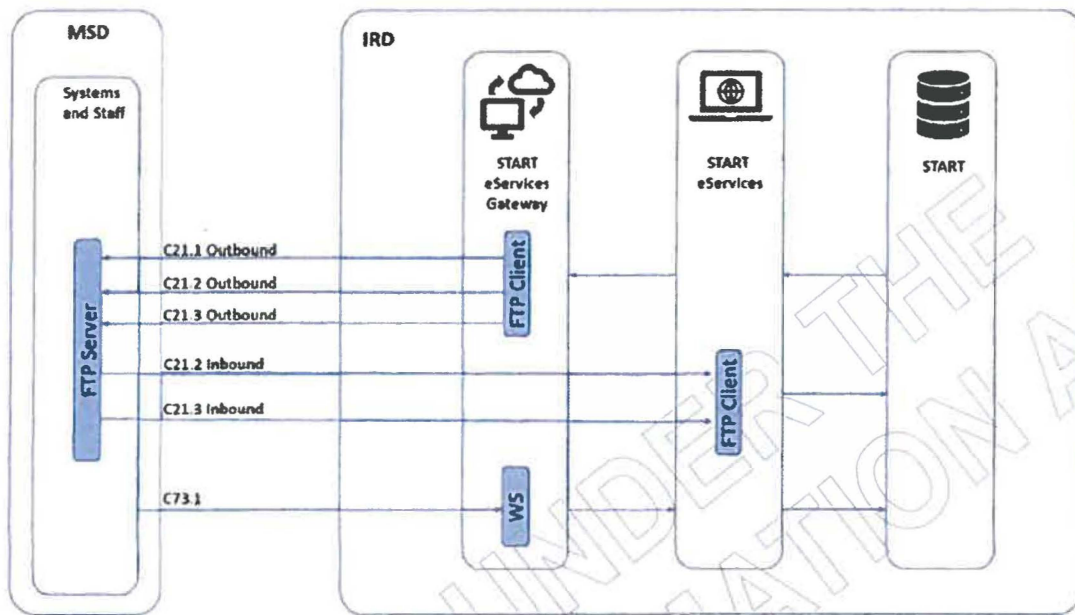
The Information will be sent as a daily extract of Information changed or added since the last transfer.

3. Datasets or case-by-case requests – Information may be supplied on a case-by-case basis at IR's request, or may be contained in datasets, including (but not limited to) the following:

- a. all businesses who received payments under WSS;
- b. all self-employed individuals who received payments under the WSS; and/or
- c. all sole traders who received payments under the WSS.

The Parties' Business Owners or authorised Personnel may discuss any queries they have in relation to the Information, including to ascertain whether MSD holds any more recent Information since the date of the last transfer.

Schedule 2



UNCLASSIFIED

From: 9(2)(a)
To: 9(2)(a)
Subject: FW: COVID19 initiative - Refunding customers owed money
Date: Monday, 1 March 2021 4:34:56 pm
Attachments: [image001.png](#)

From: 9(2)(a) @msd.govt.nz>
Sent: Thursday, 30 April 2020 12:48 PM
To: 9(2)(a) @ird.govt.nz>; 9(2)(a) @ird.govt.nz>
Cc: Warren Hudson <warren.hudson001@msd.govt.nz>; 9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>; 9(2)(a) @ird.govt.nz>; 9(2)(a) @ird.govt.nz>
Subject: RE: COVID19 initiative - Refunding customers owed money

Thanks 9(2)(a)

We both have experts in our own systems but not each other's systems.

That info is really helpful. I see you refer to an auto-calc, do you have the date for when that will run?

Looking forward to getting the details sorted out in the workshop.

Thanks,
9(2)(a)

9(2)(a)

Manager | Insights MSD | Data Management & Information Delivery
Level 2 | 89 The Terrace | Wellington

DDI 9(2)(a)



From: 9(2)(a)

Sent: Thursday, 30 April 2020 12:28 PM

To: 9(2)(a)

Cc: Warren Hudson ; 9(2)(a)

Subject: RE: COVID19 initiative - Refunding customers owed money

[IN CONFIDENCE]

Thanks 9(2)(a)

We can discuss this in the meeting next week and we can explore how we might phase the data and timing of this. Typically we provide 30 days to furnish so perhaps we look at the first 95k where we can also provide you with a potential SWN in the first few weeks. And then the balance at the end of the month for instance. Very happy to work with you on this. There is some urgency on our side to get the complete set in time for our next Auto-Calc run but we can explore a phased approach to this to accommodate your workloads. Thanks for highlighting this.

On this basis I will be proposing we provide you with the complete 220k list of customers which will also include the SWN associated to those 95k IRD customers we have previously identified. But lets discuss and unpack those complexities as we might be able to find a way forward to eliminate the need for your complexity. I have had some involvement in previous MSD shares but because we are purely seeking contact details I was making a very broad assumption that it would all reside in the one place in your CMS/CURAM system. In the past we have typically required data more specific to the benefit products and services that come from your SWIFT system. That said, please excuse my ignorance as this is what we really need to understand from your data experts in the first instance. We obviously know very little about your systems but if we can understand this a bit more in relation to the type of information we are seeking we may be able to agree to include/exclude attributes and avoid extra burden for your teams.

I hope that is helpful and I look forward to discussing further on Monday.

Thanks again
9(2)(a)

9(2)(a) | Group Lead - Data Science | Inland Revenue
T. 64 9(2)(a) | M. 9(2)(a) |
E 9(2)(a) @ird.govt.nz

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(b) notify the sender and then delete this email.

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From: 9(2)(a) @msd.govt.nz>

Sent: Thursday, 30 April 2020 9:46 AM

To: 9(2)(a) @ird.govt.nz>; 9(2)(a) @ird.govt.nz>

Cc: Warren Hudson <warren.hudson001@msd.govt.nz>; 9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>;

9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>; 9(2)(a)

9(2)(a) @ird.govt.nz>; 9(2)(a) @ird.govt.nz>

Subject: RE: COVID19 initiative - Refunding customers owed money

Hi 9(2)(a)

It is a really busy time for both of our agencies for sure. I'll get an invite to you as soon as I can so you can distribute to those in your team you want to attend.

The meeting and discussion points will work through this and help us all understand a way forward.

I had a quick chat to one of the team some information is going to be much more difficult to get than others due to complexity around number of different systems.

If the option to provide some information on the 95k supplied previously (with a SWN) is still on the table, I think that could be a good option to start with.

Let's see what our teams can come up with working together on this.

Thanks,

9(2)(a)

9(2)(a)

Manager | Insights MSD | Data Management & Information Delivery
Level 2 | 89 The Terrace | Wellington

DDI 9(2)(a)



From: 9(2)(a) @ird.govt.nz>

Sent: Thursday, 30 April 2020 9:22 AM

To: 9(2)(a) @msd.govt.nz>; 9(2)(a) @ird.govt.nz>

Cc: Warren Hudson <warren.hudson001@msd.govt.nz>; 9(2)(a)

9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>;

9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>; 9(2)(a)

@ird.govt.nz>; 9(2)(a) @ird.govt.nz>

Subject: RE: COVID19 initiative - Refunding customers owed money

[IN CONFIDENCE]

Thanks 9(2)(a) – much appreciated.

If we can look to set something up for Monday afternoon for 1 hour I think that should be

enough. Perhaps if you just send me the invitation for a time that works for you team and I will coordinate the IR side.

From our perspective we are keen to discuss three aspects with your data folk.

1. Our customer details we will provide to MSD relating to the 220k cohort we are seeking details for. Naturally, we anticipate IRD number, Name, Date of Birth. We do have some other attributes we could include here if it was helpful for your data matching exercise. So we can finalise these.
2. The data attributes we require back from MSD. As 9(2)(a) has mentioned we are looking for 'Customer contact details' and related 'Bank account details' so we would like to confirm the specific data attributes relating to these categories. We also have some questions to better understand the data around the bank details MSD holds for your clients. So we can finalise these also.
3. Then finally, to get an idea of the timeframes that MSD can work to in order to furnish us with the data. I have held off issuing the formal notice to ensure we could confirm this with MSD first to acknowledge the additional burden of complying with our notice in what is already an extraordinarily busy time for both agencies.

If there are any other clarifications or questions from the MSD team we can cover those off too.

Many thanks in advance

9(2)(a)

9(2)(a) | Group Lead - Data Science | Inland Revenue

T. 64 9(2)(a)

E 9(2)(a) @ird.govt.nz

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(b) notify the sender and then delete this email.

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From: 9(2)(a) @msd.govt.nz>

Sent: Thursday, 30 April 2020 8:50 AM

To: 9(2)(a) @ird.govt.nz>; 9(2)(a) @ird.govt.nz>

Cc: Warren Hudson <warren.hudson001@msd.govt.nz>; Kathy Law

9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>;

9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>; 9(2)(a)

@ird.govt.nz>; 9(2)(a) @ird.govt.nz>

Subject: RE: COVID19 initiative - Refunding customers owed money

Hi 9(2)(a)

- The data query is for 220K customers.
- IR has been able to match 95K of those customers above to a previous data supplied by MSD through a project under the Client Remediation MOU. IR would like to revalidate those customers and their details as well as identify if any other customers may be matched out of the balance.

IR will provide MSD the following data:

- For the 220K customers
 - IRD, Name, DOB, Address (if necessary), and SWN number for 95K that was previously matched.

Data required from MSD:

- IRD number
- SWN number
- Name: (First,Middle,Last) - Legal Name, Preferred Name
- DOB: (Preferred format if possible DD/MON/YYYY)
- Address: Physical and Postal. Latest address only
- Telephone number: Landline, Mobile (Latest number only)
- Email address
- Bank account number: Bank, Branch, Account, Suffix
- Bank account name:
- Date of record (an indication of how recent/active the customer record is)

File Format

- Opting for something simple – as anticipating a flat record – then a text file – pipe delimited (as opposed to comma delimited)

Transfer of files

- SEEMAIL as encryption is at a high level between MSD and IR.

9(2)(a) | BT Account Manager Government | Business Transformation | Inland Revenue
 T. 64 9(2)(a) | M. 64 9(2)(a) | L11 Asteron House | 55 Featherston Street
 Wellington
 E. 9(2)(a) @ird.govt.nz

From: 9(2)(a) @msd.govt.nz>

Sent: Wednesday, 29 April 2020 5:12 PM

To: 9(2)(a) @ird.govt.nz>

Cc: Warren Hudson <warren.hudson001@msd.govt.nz>; 9(2)(a)

@msd.govt.nz>; 9(2)(a) @msd.govt.nz>;

9(2)(a) @msd.govt.nz>; 9(2)(a) @msd.govt.nz>

Subject: RE: COVID19 initiative - Refunding customers owed money

Good evening 9(2)(a)

I hope you and your family are well.

We're keen to connect one or two of our data people with yours so we can make sure that we line up the information being supplied by IR and the response from MSD.

Some of the information is much easier to gather than others as there are a large number of systems within MSD.

Are you able to let us know whom to contact at IR in terms of data so the technical details can be worked out please?

We will work out the best person/people to connect with yours so we can set up a meeting and progress this to the point you can furnish the Section 17B letter and know that MSD can respond.

Thank you for working with us.

Have a great evening,

9(2)(a)

9(2)(a)

Manager | Insights MSD | Data Management & Information Delivery
Level 2 | 89 The Terrace | Wellington

DDI 9(2)(a)



From: 9(2)(a) <9(2)(a)@msd.govt.nz>

Sent: Wednesday, 29 April 2020 12:06 PM

To: 9(2)(a) <9(2)(a)@msd.govt.nz>

Cc: Warren Hudson <warren.hudson001@msd.govt.nz>; 9(2)(a)

<9(2)(a)@ird.govt.nz>; 9(2)(a) <9(2)(a)@msd.govt.nz>; MSD_Data_Requests (MSD) <MSD_Data_Requests@MSD.govt.nz>; 9(2)(a) <9(2)(a)@msd.govt.nz>

Subject: RE: COVID19 initiative - Refunding customers owed money

Hi 9(2)(a)

Did you manage to speak to 9(2)(a) or her data folk? They wanting to confirm you can supply data requested and within time frame before letter is released.

Thanks

9(2)(a)

From: 9(2)(a) <9(2)(a)@ird.govt.nz>

Sent: Wednesday, 29 April 2020 12:00 PM

To: 9(2)(a) <9(2)(a)@msd.govt.nz>; 9(2)(a) <9(2)(a)@msd.govt.nz>

Cc: Warren Hudson <warren.hudson001@msd.govt.nz>

Subject: RE: COVID19 initiative - Refunding customers owed money

[IN CONFIDENCE]

Hi all

Following up again on this and whether there was any issues from the data team. Can someone advise please today?

Time is tracking on and we are keen to get this underway before we kick off our Auto-calc process for 2020 –(we are wanting to refund monies to those customers owed it from the Auto-calc process for 2019 for this exercise), but being mindful of how busy MSD has been I wanted to ensure your data people were comfortable with the data attributes. Maybe no news is good news?!

I would like to issue the Section 17B notice to you Warren today/tomorrow to get the process going. So if I haven't heard anything then will take that as all is fine and will let Ishula – our Group Lead for this project to issue the notice – which will mean you will get it tomorrow.

Hope you are enjoying the glorious sunshine, kind regards Colleen

9(2)(a) | BT Account Manager Government | Business Transformation | Inland Revenue
T. 64 9(2)(a) | M. 64 9(2)(a) | L11 Asteron House | 55 Featherston Street
Wellington
E. 9(2)(a) @ird.govt.nz

From: 9(2)(a) @msd.govt.nz>

Sent: Friday, 24 April 2020 11:30 AM

To: 9(2)(a) @ird.govt.nz>, 9(2)(a) @msd.govt.nz>

Cc: Warren Hudson <warren.hudson001@msd.govt.nz>

Subject: RE: COVID19 initiative - Refunding customers owed money

Hi 9(2)(a)

I had call from 9(2)(a) in DMAID yesterday as he has been emailed asking his team to reprioritise this work. He asked when the 30 days started from but I said I don't think the request has formally come from IR yet. I asked him to contact 9(2)(a) for more information. Just so you know

Cheers

9(2)(a)

From: 9(2)(a) @ird.govt.nz>

Sent: Friday, 24 April 2020 11:16 AM

To: 9(2)(a) @msd.govt.nz>

Cc: Warren Hudson <warren.hudson001@msd.govt.nz>; 9(2)(a) @msd.govt.nz>

Subject: RE: COVID19 initiative - Refunding customers owed money

[IN CONFIDENCE]

Hi 9(2)(a) – sorry back again – any further news? I just have a catch up meeting with my colleagues about this soon, kind regards 9(2)(a)

9(2)(a) | BT Account Manager Government | Business Transformation | Inland Revenue
T. 64 9(2)(a) | M. 64 9(2)(a) | L11 Asteron House | 55 Featherston Street
Wellington
E. 9(2)(a) @ird.govt.nz

From: 9(2)(a) @msd.govt.nz
Sent: Wednesday, 22 April 2020 4:18 PM
To: 9(2)(a) @ird.govt.nz
Cc: Warren Hudson <warren.hudson001@msd.govt.nz>; 9(2)(a) @msd.govt.nz
Subject: RE: COVID19 initiative - Refunding customers owed money

Sorry 9(2)(a). Turns out it is the other Data Info area that we need to discuss this with so I have sent them an urgent query. I will update you as soon as I hear back from them.

Kind regards,
9(2)(a)

From: 9(2)(a) @ird.govt.nz
Sent: Wednesday, 22 April 2020 9:53 AM
To: 9(2)(a) @msd.govt.nz
Cc: Warren Hudson <warren.hudson001@msd.govt.nz>; 9(2)(a) @msd.govt.nz
Subject: RE: COVID19 initiative - Refunding customers owed money

[IN CONFIDENCE]

Hi 9(2)(a)

Just following up on if there were any questions from 9(2)(a) – or the need for a meeting with our data people

Thanks 9(2)(a)

9(2)(a) | BT Account Manager Government | Business Transformation | Inland Revenue
T. 64 9(2)(a) | M. 64 9(2)(a) | L11 Asteron House | 55 Featherston Street
Wellington
E. 9(2)(a) @ird.govt.nz

From: 9(2)(a)
Sent: Monday, 20 April 2020 11:19 AM
To: 9(2)(a) @msd.govt.nz
Cc: Warren Hudson <warren.hudson001@msd.govt.nz>; 9(2)(a) @msd.govt.nz
Subject: RE: COVID19 initiative - Refunding customers owed money

[IN CONFIDENCE]

Hi 9(2)(a)

More details about the data etc below. Are you able to send this on to 9(2)(a) (I should have asked for her email address)? Also happy to set up a conf call or teams call to our data team, 9(2)(a) and 9(2)(a) for any questions that 9(2)(a) has.

Under section 17B – IR is seeking MSD assistance to identify the correct bank accounts for customers who IR owes money too – dataset is for 220K customers:

- The data query is for 220K customers.
- IR has been able to match 95K of those customers above to a previous data supplied by MSD through a project under the Client Remediation MOU. IR would like to revalidate those customers and their details as well as identify if any other customers may be matched out of the balance.

IR will provide MSD the following data:

- For the 220K customers
 - IRD, Name, DOB, Address (if necessary), and SWN number for 95K that was previously matched.

Data required from MSD:

- IRD number
- SWN number
- Name: (First,Middle,Last) - Legal Name, Preferred Name
- DOB: (Preferred format if possible DD/MON/YYYY)
- Address: Physical and Postal. Latest address only
- Telephone number: Landline, Mobile (Latest number only)
- Email address
- Bank account number: Bank, Branch, Account, Suffix
- Bank account name:
- Date of record (an indication of how recent/active the customer record is)

File Format

- Opting for something simple – as anticipating a flat record – then a text file – pipe delimited (as opposed to comma delimited)

Transfer of files

- SEEMAIL as encryption is at a high level between MSD and IR.

Kind regards 9(2)(a)

9(2)(a) | BT Account Manager Government | Business Transformation | Inland Revenue
T. 64 9(2)(a) | M. 64 9(2)(a) | L11 Asteron House | 55 Featherston Street
Wellington
E. 9(2)(a) @ird.govt.nz

From: 9(2)(a) @msd.govt.nz>

Sent: Monday, 20 April 2020 8:38 AM

To: 9(2)(a) @ird.govt.nz>; Warren Hudson

<warren.hudson001@msd.govt.nz>; 9(2)(a) @msd.govt.nz>

Subject: RE: COVID19 initiative - Refunding customers owed money

Hi 9(2)(a)

That sounds good. Our data person will be 9(2)(a) rather than 9(2)(a). 9(2)(a) has just passed it on to her.) I will let 9(2)(a) know what we will be doing.

Kind regards,
9(2)(a)

From: 9(2)(a) @ird.govt.nz>

Sent: Monday, 20 April 2020 8:31 AM

To: 9(2)(a) @msd.govt.nz>; Warren Hudson

<warren.hudson001@msd.govt.nz>; 9(2)(a) @msd.govt.nz>

Subject: RE: COVID19 initiative - Refunding customers owed money

[IN CONFIDENCE]

Morena all

Hope you are all well!. And thanks so much in advance for supporting IR with this

Rather than a refresh of the data that 9(2)(a) had for his project, because of the outline of our business case that goes along with s17B – what we will need to do is:

- Provide you with the 220K customers to match on to see if you have bank account numbers
- The 220K – includes the 95K that we successfully matched with the data from Tony's but needed to revalidate in case of any changes to bank account details.

I was expecting an email from our data lead about the data attributes we will provide – to ensure that they will be sufficient for MSD – I will follow that up now and then get that to 9(2)(a) (and you 9(2)(a)) to confirm. Once that is done, and we confirm how we get the data to and from you (our team recommend SEEMAIL as there is a high level of encryption between our 2 agencies).

When all is confirmed above and you (MSD) is comfortable with this, then IR can issue the s17B. The timeframe of 30 days refers to the response timeframe under the s17B.

Regards 9(2)(a)

9(2)(a) | BT Account Manager Government | Business Transformation | Inland Revenue
T. 64 9(2)(a) | M. 64 9(2)(a) | L11 Asteron House | 55 Featherston Street
Wellington
E. 9(2)(a) @ird.govt.nz

From: 9(2)(a) @msd.govt.nz>

Sent: Monday, 20 April 2020 8:03 AM

To: Warren Hudson <warren.hudson001@msd.govt.nz>; 9(2)(a)

@msd.govt.nz>; 9(2)(a) @ird.govt.nz>

Subject: RE: COVID19 initiative - Refunding customers owed money

Hi Warren and 9(2)(a)

I have touched base with iMSD and they believe it wouldn't take much to provide the data required, including going back over the last 30 days to capture any clients that may have gone off benefit. No time frame provided as yet but they are pushing it through as an urgent job.

Kind regards,
9(2)(a)

From: Warren Hudson <warren.hudson001@msd.govt.nz>

Sent: Saturday, 18 April 2020 11:56 AM

To: 9(2)(a) <[9\(2\)\(a\)@msd.govt.nz](mailto:9(2)(a)@msd.govt.nz)>; 9(2)(a) <[9\(2\)\(a\)@msd.govt.nz](mailto:9(2)(a)@msd.govt.nz)>; 9(2)(a) <[9\(2\)\(a\)@ird.govt.nz](mailto:9(2)(a)@ird.govt.nz)>

Subject: RE: COVID19 initiative - Refunding customers owed money

Thanks 9(2)(a)

Warren Hudson | General Manager, Integrity and Debt
Service Delivery

Ministry of Social Development, PO Box 1556, Wellington 6140

Phone: 04 917 8163 (direct) Mobile: 029 230 3827

MSD Purpose: We help New Zealanders to be safe, strong and independent | Manaaki tangata, manaaki whanau .

From: 9(2)(a) <[9\(2\)\(a\)@msd.govt.nz](mailto:9(2)(a)@msd.govt.nz)>

Sent: Saturday, 18 April 2020 11:25 AM

To: Warren Hudson <warren.hudson001@msd.govt.nz>

Subject: RE: COVID19 initiative - Refunding customers owed money

Thanks Warren, that sounds more logical. And in some cases we may have an IR number for the registered ones. Just depends if they have been with us before.

I will get hold of iMSD and see what we can do.

9(2)(a)

From: Warren Hudson <warren.hudson001@msd.govt.nz>

Sent: Saturday, 18 April 2020 11:10 AM

To: 9(2)(a) <[9\(2\)\(a\)@msd.govt.nz](mailto:9(2)(a)@msd.govt.nz)>; 9(2)(a) <[9\(2\)\(a\)@msd.govt.nz](mailto:9(2)(a)@msd.govt.nz)>; 9(2)(a) <[9\(2\)\(a\)@ird.govt.nz](mailto:9(2)(a)@ird.govt.nz)>

Cc: 9(2)(a) <[9\(2\)\(a\)@msd.govt.nz](mailto:9(2)(a)@msd.govt.nz)>

Subject: RE: COVID19 initiative - Refunding customers owed money

It sounded like iR just want a refresh of the info we provided to 9(2)(a) last time, which gave them the IR number and bank account which is what the need.

However there will likely be a lot more people on this list now as benefit numbers have gone up

Yes I like the idea of including 30 days, and those that haven't applied for a main benefit but maybe only hardship – we won't have an IR number for these ones through which we

W

Warren Hudson | General Manager, Integrity and Debt
Service Delivery
Ministry of Social Development, PO Box 1556, Wellington 6140
Phone: 04 917 8163 (direct) Mobile: 029 230 3827

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From: 9(2)(a) <[redacted]@msd.govt.nz>
Sent: Saturday, 18 April 2020 10:36 AM
To: Warren Hudson <warren.hudson001@msd.govt.nz>; 9(2)(a) <[redacted]@msd.govt.nz>; 9(2)(a) <[redacted]@ird.govt.nz>
Cc: 9(2)(a) <[redacted]@msd.govt.nz>
Subject: RE: COVID19 initiative - Refunding customers owed money

Hi Warren,

So just checking that what we want to ask iMSD for is all current clients regardless of whether they have a debt or not, as it is the bank accounts they need this time.

As this information is changing daily due to the number of people coming on to benefit and few going off benefit, should we ask iMSD to provide 30 days' worth of clients rather than just a snap shot on a particular day? That way we could capture any that cancelled in the last 30 days and will capture the newer ones that have recently applied.

Should we also include any that are registered with a bank account on their record? This will include those that are just applying for hardship assistance as well which may help IR.

Kind regards,
9(2)(a) <[redacted]>

From: Warren Hudson <warren.hudson001@msd.govt.nz>
Sent: Saturday, 18 April 2020 10:24 AM
To: 9(2)(a) <[redacted]@msd.govt.nz>; 9(2)(a) <[redacted]@ird.govt.nz>
Cc: 9(2)(a) <[redacted]@msd.govt.nz>; 9(2)(a) <[redacted]@msd.govt.nz>
Subject: RE: COVID19 initiative - Refunding customers owed money

Hi 9(2)(a) <[redacted]>

We will need to gear up iMSD to provide the dataset that IR need. It seems like it is just repeating the info we provided previously when we were matching IR numbers (9(2)(a) <[redacted]> work), but under a new authority.

9(2)(a) are you able to see if iMSD can gear up to update and rerun the data we hold. It is likely we will get a higher match than 95k now as we have had a significant increase in people applying for benefit.

Can I just check, what is the impact on benefit entitlement of our clients receiving a lump sum payment from IR. I'd hate to get into a situation where IR paid funds and we then found we had to charge it as income against a benefit entitlement. We need to double check this before we proceed.

Cheers

Warren

Warren Hudson | General Manager, Integrity and Debt Service Delivery
Ministry of Social Development, PO Box 1556, Wellington 6140
Phone: 04 917 8163 (direct) **Mobile:** 029 230 3827

MSD Purpose: We help New Zealanders to be safe, strong and independent | Manaaki tangata, manaaki whanau .

From: 9(2)(a) <[redacted]@msd.govt.nz>
Sent: Friday, 17 April 2020 1:35 PM
To: 9(2)(a) <[redacted]@ird.govt.nz>
Cc: Warren Hudson <warren.hudson001@msd.govt.nz>; 9(2)(a) <[redacted]@msd.govt.nz>
Subject: RE: COVID19 initiative - Refunding customers owed money

Hi 9(2)(a)

That makes sense – I will get a name from 9(2)(a) (cc-e to this email) to get more details on this, best to get details we can provide before letter is sent

Regards
9(2)(a)

From: 9(2)(a) <[redacted]@ird.govt.nz>
Sent: Friday, 17 April 2020 1:07 PM
To: 9(2)(a) <[redacted]@msd.govt.nz>
Subject: RE: COVID19 initiative - Refunding customers owed money

[IN CONFIDENCE]

Hi 9(2)(a)

Meant to call you yesterday to discuss this but things started getting busy with our system coming back on line yesterday – now it is up and running things are rather manic – can't keep up with the emails. Do you have a time for a chat about this?

Our approach was to make the request under s17B and the letter is ready to come over

- versus doing it under the MOU s9(2)(f)(iv)

However, I wondered if our data lot needed to talk to your lot to ensure we send over the right information for you to match to (IRD and SWN etc) – get those details right before we actually send through the letter. Note being a s17b it has a time limit of 30 days to respond and I would prefer not to send the letter until we are comfortable with the process.

Lets discuss on your preference. Cheers 9(2)(a)

9(2)(a) | BT Account Manager Government | Business Transformation | Inland Revenue
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Wellington
E 9(2)(a) @ird.govt.nz

From: 9(2)(a) @msd.govt.nz>
Sent: Wednesday, 15 April 2020 2:22 PM
To: 9(2)(a) @ird.govt.nz>
Subject: RE: COVID19 initiative - Refunding customers owed money

Dear 9(2)(a)

Hope its not too mad at your place today...Release 4 and all...I'm sure its all under control OK I think we're ready to go with this refunding monies thing– I have discussed with 9(2)(a), Warren and 9(2)(a) and we feel that it can sit under the Client Remediation MOU, which I think was already being updated (I need to check that with my colleague 9(2)(a)).

We are bit concerned that bank account details were not included in the original Appendix/Schedule of data exchanged – it only covered client details, not financial details. However, moving right along, we can make that apparent in the updated MOU and we should be fine.

s9(2)(f)(iv)

Warren has confirmed that the sec17 letter should be addressed to him.

Cheers

9(2)(a)

From: 9(2)(a) @ird.govt.nz>
Sent: Tuesday, 14 April 2020 9:53 AM
To: 9(2)(a) @msd.govt.nz>
Subject: RE: COVID19 initiative - Refunding customers owed money

[IN CONFIDENCE]

No problems 9(2)(a) thanks 9(2)(a)

From: 9(2)(a) <[redacted]@msd.govt.nz>
Sent: Tuesday, 14 April 2020 9:51 AM
To: 9(2)(a) <[redacted]@ird.govt.nz>
Subject: RE: COVID19 initiative - Refunding customers owed money

Just talking through process, stuff will get back soon

From: 9(2)(a) <[redacted]@ird.govt.nz>
Sent: Tuesday, 14 April 2020 9:50 AM
To: 9(2)(a) <[redacted]@msd.govt.nz>
Subject: RE: COVID19 initiative - Refunding customers owed money

[IN CONFIDENCE]

Wonderful thanks 9(2)(a)

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E. 9(2)(a) <[redacted]@ird.govt.nz>

From: 9(2)(a) <[redacted]@msd.govt.nz>
Sent: Tuesday, 14 April 2020 9:49 AM
To: 9(2)(a) <[redacted]@ird.govt.nz>
Subject: RE: COVID19 initiative - Refunding customers owed money

Hi

Please address to Warren Hudson, General Manager, Integrity and Debt

Thanks
9(2)(a)

From: 9(2)(a) <[redacted]@ird.govt.nz>
Sent: Thursday, 9 April 2020 2:40 PM
To: 9(2)(a) <[redacted]@msd.govt.nz>
Subject: RE: COVID19 initiative - Refunding customers owed money

[IN CONFIDENCE]

One more question – I have heard from one of the team are they are drafting up the Section 17B letters – who should it be addressed to? Let me know – they are just getting things 'ready'

I have a chat up meeting on Tuesday with the team, but have indicated that I am waiting on feedback, ie questions, doability, possibilities, virtual meeting to discuss further etc and expect it to take a few days or so.

Many thanks 9(2)(a)

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E. 9(2)(a) @ird.govt.nz

From: 9(2)(a) @msd.govt.nz>
Sent: Thursday, 9 April 2020 8:22 AM
To: 9(2)(a) @ird.govt.nz>
Subject: RE: COVID19 initiative - Refunding customers owed money

Thanks! Will refer on to Warren and 9(2)(a) and see what we can do.

Regards

9(2)(a)

From: 9(2)(a) @ird.govt.nz>
Sent: Wednesday, 8 April 2020 6:45 PM
To: 9(2)(a) @msd.govt.nz>
Cc: 9(2)(a) @ird.govt.nz>
Subject: Re: COVID19 initiative - Refunding customers owed money

[IN CONFIDENCE]

Kia ora 9(2)(a)

Lovely to talk to you on Friday about the initiative that IR is currently working on that we will be seeking MSD's assistance for. Sorry it has taken a while to put this in writing, a bit of a fraught week with last minute tasks to be done before our big weekend!! Hard to believe it is finally here!

Background

In response to COVID-19 outbreak, the government has asked government departments to issue money owed to taxpayers as soon as possible. This will assist business' cash flow and prevent and mitigate risks to our economy. As a result IR has identified a large pool of customers (220K) that are owed refunds as a result of the 2019 Autocalc process. However, IR is unable to direct credit the refunds as we do not hold a valid bank account for these customers. IR has through myIR or via mail been asking customers to update their details in myIR with continuing mixed success.

This is a significant issue for IR and the Government, as there are millions of dollars owed to taxpayers that could assist them by reducing the financial pressures of COVID-19. IR has a responsibility as part of our COVID 19 response to ensure these refunds are issued to our customers

Proposal

IR is proposing to seek MSD's assistance to secure customer contact details and bank account number that MSD holds for matching customers. IR would make this request under Section 17B of the Tax Administration Act.

If I refer back to 9(2)(a) project, our data analysts have already done some matching of the data from his work to the affected pool of customers and identified 95K that match. It therefore provides IR the required customer and bank account details for these customers. However, there is the issue of re-use of data and if we can use it for the purposes of this work, (our people are working through this). The next issue is whether the information is still valid, as a result we would like to:

- Seek MSD assistance to re-validate that information again for the 95K
- IR will re-confirm the bank account information with the relevant customer prior to being updated into START and any refunds issues.

We are mindful that MSD is at capacity however our IR team is very keen and poised to provide any support whatsoever to MSD – ie take the lion share of the work to help MSD to help IR to help our customers (– sorry couldn't help myself). To make it easier we will provide IRD and SWN number to expedite the matching process more effectively.

So for now I am just talking about the 95K which for that alone would be a significant achievement. We would like your consideration of this as a first step.

No doubt we would be keen to look at the balance of the remaining number however our team continue to investigate this further in order to identify - with more certainty who may have been an MSD customer in the past 18 months (as an example)

Our team of data experts are more than available to discuss this further and work through any questions that you may have. Let me know what might need or initial questions that I can pass on or if a virtual meeting might be more suitable.

Kind regards 9(2)(a)

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