



22 September 2022

Tēnā koe

On 12 September 2022, you contacted the Ministry of Social Development (the Ministry) through our Contact Centre requesting, under the Official Information Act 1982 (the Act), the following information:

- *If after the pension payments leave the Ministry's system, does it come from the Reserve Bank before going into his bank account*

New Zealand Superannuation payments to clients are paid directly from a Ministry bank account, held by Westpac, to a client's (or their authorised agent's) bank account. These payments are made through the bank's systems and the Reserve Bank is not involved in this process.

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. The Ministry will do this by publishing this letter on the Ministry'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 pension payments, 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.

Ngā mihi nui

A handwritten signature in black ink, appearing to read 'Magnus O'Neill', written in a cursive style.

Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**

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