

26 August 2020

**IEP New Zealand Limited  
(Administrators Appointed)  
(IEP or the Company)**

**CUSTOMERS OF IEP NEW ZEALAND LIMITED  
NEW ZEALAND ONLY  
FREQUENTLY ASKED QUESTIONS  
WORK EXCHANGE VISA  
(FAQs)**

The purpose of this FAQ is to assist customers of the Company in understanding **how the voluntary administration appointment affects their Work Exchange Visa applications** and what happens next. This should be read in conjunction with our FAQ PDF dated 24 August 2020 which contains further details on the background to our appointment.

Please note that due to the high volume of email enquiries, we are not able to respond to all emails individually. If your query is not answered below, please send us a further email to [NZSTATravel@deloitte.co.nz](mailto:NZSTATravel@deloitte.co.nz).

**1. What is the status of my Work Exchange Visa (NZ) application?**

The status of your visa should fall into one of three categories:

**A. Your visa application has been received by Immigration New Zealand and you have received an application number.**

- You fall into this category if IEP has confirmed your visa application number to you.
- This means that your visa is currently being processed by Immigration New Zealand.
- We are currently corresponding with Immigration New Zealand and will provide a further update on the method by which you will be notified of your application outcome and provide a further update in the next few days.
- We understand once your visa application has been submitted that you are entitled to remain in New Zealand while your visa is being processed. If you have any doubts as to your status, you may wish to make further enquiries from publicly available resources.

**B. Your visa application has been submitted to Immigration New Zealand, but you have not received an application number.**

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- You fall into this category if IEP has confirmed to you that your visa application has been submitted.
- This means that your visa has been sent to Immigration New Zealand, but it has yet to be entered into their system (it is likely to be within their inbound processing system).
  - **At this stage of the process, Immigration New Zealand will not have a record of your application.**
  - This does not mean Immigration New Zealand has not received your application, but it does mean they haven't yet entered this into their system.
  - We understand it can sometimes take several weeks for Immigration New Zealand to provide the application number.
- We are currently corresponding with Immigration New Zealand and will provide a further update on the method by which you will be notified of your application number.
- We understand once your visa application has been submitted (i.e. it has been sent to Immigration New Zealand and IEP has confirmed this to you) that you are entitled to remain in New Zealand while your visa is being processed. If you have any doubts as to your status, you may wish to make further enquiries from publicly available resources.

**C. You have not been advised by IEP that your visa application has been submitted to Immigration New Zealand.**

- We strongly recommend that you consider other visa options.
- The administrators are not currently in a position to submit your visa application on your behalf. We will notify you if this changes.

**2. IEP has my passport.**

Please notify us if IEP has your passport by writing to us at [nzstatravel@deloitte.co.nz](mailto:nzstatravel@deloitte.co.nz) and we will respond to you to get your passport returned. We are aware of a small number of instances and have contacted those that we are aware of that are in this situation.

**3. What happens to the fees I have paid to IEP for my visa application?**

We are discussing what this means for those customers identified as Category A and B above. We will provide further information in coming days. Due to the current circumstances we are **not** currently in a position to offer any cash refunds for visa applications that have yet to be submitted (Category C).

We are working with Immigration New Zealand on options

**4. Who should I contact if I still have more queries?**

Please direct your queries to the Administrators' staff by email to [nzstatravel@deloitte.co.nz](mailto:nzstatravel@deloitte.co.nz)