

8 September 2020

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

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

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.

OUTBOUND SERVICES RELATED QUESTIONS

1. I have applied via IEP for a visa to another country, will this still be processed?

Unfortunately, IEP is not in a position to continue to progress applications as it has ceased to trade.

If your visa application has been lodged, we recommend you contact Immigration New Zealand (INZ) for the relevant country.

2. I have paid for a work abroad programme (Work USA, Work Britain, Work Japan, Work Canada), will this be honoured?

Unfortunately, IEP is not in a position to continue to progress work exchange programmes as it has ceased to trade.

If IEP had found work for you, we recommend you contact the work provider / volunteer organisation directly.

WORK EXCHANGE VISA (NZ) QUESTIONS

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

Since our last update, Immigration New Zealand has lodged all applications received from IEP before 24 August 2020. Application numbers have been provided to the administrators and we are in the process of directly providing these to affected parties. Alternatively, you can contact the INZ Call Centre (0508 558 855 or +64 9 914 4100) who can confirm your application number.

If your application has not been lodged with Immigration New Zealand and you have not received an application number, then your application will unfortunately not be considered. We strongly recommend you consider alternative options, for instance the recently announced Covid19 short-term visitors' visa.

2. What is the likely outcome of my Work Exchange Visa (NZ) application?

INZ has advised us that it is currently considering applications on a case-by-case basis under the relevant immigration instructions. INZ is, however, taking into account the current coronavirus outbreak and any relevant travel restrictions and may apply an "exceptions to instructions" in some cases. This means there are two likely outcomes for applications INZ is currently considering under this scheme:

A. INZ will approve a six-month working visa as an exception to instructions; or

- This is intended to provide you with time to find an appropriate job and apply for an alternative visa (e.g. Essential Skills category) or make arrangements to leave New Zealand.

B. Your visa application will be declined or alternative visa options will be considered.

- NZ will contact you before any decision is made in this case.

3. I currently have a Working Holiday visa that is due to expire shortly, and I need the IEP Work Exchange Visa to remain in New Zealand.

We have been advised by INZ that the IEP Work Exchange Visa is not available to applicants holding a Working Holiday Visa. Should you wish to remain working in New Zealand once your Working Holiday visa expires, we understand the Essential Skills visa may be the most appropriate route to pursue. The Covid19 short-term visitors' visa will allow you to remain in New Zealand lawfully as a visitor. Both of these visas can be applied for directly with INZ.

Further details on the Essential Skills visa can be found at the following website:

<https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/about-visa/essential-skills-work-visa>

4. How do I apply for a Covid-19 short-term visitors' visa?

Further information can be found at the following website:

www.immigration.govt.nz/about-us/covid-19/coronavirus-update-inz-response

5. Why won't INZ allow the Company's Work Exchange Visa allocation to be transferred to another party?

We have been advised by INZ that the Work Exchange Visa was only available to individuals residing overseas wishing to come to New Zealand to live and work for up to 12 months. The New Zealand borders are currently closed until further notice and this visa category has been suspended.

6. I have paid IEP / Bunac for my visa, why won't it be processed?

INZ has not received a visa application for you, nor can IEP / BUNAC "sell" you a visa. Ultimately, a decision as to whether your visa will be granted by INZ is a matter for INZ to decide, once an application is received, at its sole discretion. As noted above, the Work Exchange visa is no longer available and IEP has ceased to trade.

7. 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.