



10 August 2023



Dear 

Thank you for your request made under the Official Information Act 1982 (OIA), received on 20 July 2023. You requested the following:

Recently, you had an issue with individuals' birthdates being incorrectly set as the 01-01-1900 – a low date within your system. You mentioned that this affected few people, but you didn't give any specific absolute count or ration with total records.

Are you able to provide a count of the records that are set to the low date?

Of those, are you able to provide a count of those that are incorrect, and a description of how you determined that?

Are you able to provide a total count of the records in that system so that an error rate could be determined?

Inland Revenue's records show that a total of 44,173 customers (0.59% of the 7,497,894 customer base) have a default birth date of 1 January 1900 recorded on their account. The majority of these errors relate back to 1974, when Inland Revenue Department (IRD) numbers were first issued. The default birth date of 1 January 1900 was used when Inland Revenue had no other recorded birth date.

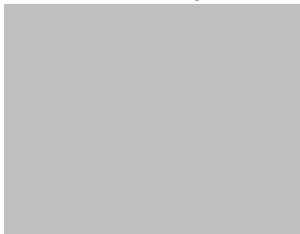
When a customer contacts Inland Revenue, and there is a default date of birth held, this can be updated once a customer provides proof to support the change. Over time, the number of customers with default birthdates is reducing.

Publishing of OIA response

Please note that Inland Revenue regularly publishes responses to requests that may be of interest to the wider public on its website. We consider this response is of public interest so will publish this response in due course. Your personal details or any information that would identify you will be removed prior to it being published.

Thank you for your request.

Yours sincerely



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