



23 September 2024

[Redacted]

Dear [Redacted]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 28 August 2024. You requested the following:

*What protections does IRD impose on KiwiSaver schemes to safeguard members KiwiSaver funds from theft in the case of an individuals identity having been stolen?*

Inland Revenue does not impose any protections on KiwiSaver schemes as it does not administer withdrawals, other than refunds of initial contributions due to financial hardship or serious illness. KiwiSaver scheme providers should have their own procedures in place to ensure they confirm a member's identity before allowing them to make a withdrawal from an account.

Inland Revenue can assist providers in confirming a member's identity by confirming contact details such as name, date of birth, and IRD number in accordance with section 220B of the KiwiSaver Act.

### **Publishing of OIA response**

We intend to publish our response to your request on Inland Revenue's website ([ird.govt.nz](http://ird.govt.nz)) as this information may be of interest to other members of the public. This letter, with your personal details removed, may be published in its entirety. Publishing responses increases the availability of information to the public and is consistent with the OIA's purpose of enabling more effective participation in the making and administration of laws and policies and promoting the accountability of officials.

Thank you again for your request.

Yours sincerely

[Redacted signature]

Matthew Prince

**Segment Management Lead - Individuals**