

NZ Police Vetting Service – Overdue Debtor Management Practice

An account is considered overdue on the day after its due date, or if the due date falls on a weekend day or statutory holiday, on the day following the first working day after its due date.

When an account becomes overdue, it is at the discretion of the Police Vetting Service to decide the timing and nature of recovery action to be taken. Recovery approaches will take into consideration the prior payment patterns of the agency, the volume of requests placed, and any other information considered relevant at the time when action is taken.

The following measures may be taken individually or in combination:

- i. Email reminder – an email will be sent using a template selected according to the observed payment patterns of the customer, and the age of the overdue debt.
- ii. Dunning letter – an automated debt recovery communication in a formal letter format.
- iii. Phone call – a telephone conversation with the nominated billing contact of the Agency to inform them that they have an overdue invoice and explore options for resolution.
- iv. Mailed letter – a mailed communication advising the Agency of their overdue amounts, and including copies of overdue invoices.
- v. QueryME popup – a message delivered to authorised users when they log in to the QueryME application.
- vi. QueryME banner – a message delivered to authorised users when they are logged in to the QueryME application.

Where an Agency is unresponsive to communications, or communication channels listed in the QueryME record are no longer active, additional debt recovery actions may be taken, including any combination of the following:

- i. Reduction of priority level – an Agency's priority level may be set to 'To Be Audited', leaving release of results at the discretion of the Vetting Service.
- ii. Default notice – a mailed and emailed formal letter informing the Agency that they are in default of their obligations under the AAA, and that further services will not be provided until a resolution is reached.
- iii. Suspension of access – an Agency's record may be deactivated until such time as the Agency reopens communications with the Vetting service.
- iv. Retrieval of more current contact information for the Agency's shareholders or Directors using Companies Office data or other information from any source available to NZ Police in accordance with Principle 10 of the Privacy Act 1993.
- v. Registration of the debt with a credit bureau – the debt may be registered with a credit bureau, which has the potential to impact the creditworthiness of the Agency or its Directors and shareholders.
- vi. Requirement to renew AAA – as a measure to ensure that an Agency understands the terms under which Vetting services are provided, the Vetting Service may require an Agency to renew their AAA before access to the QueryME application is reinstated.