



Will be considered to be released with redactions

MINO-0601 - Online Change of Address Process

27 February 2022

Provide advice regarding the online change of address process and the potential for fraud to occur.

Waka Kotahi NZ Transport Agency's response:

Waka Kotahi NZ Transport Agency encourages customers not to disclose their Driver Licence information to third parties. However, we acknowledge there are many legitimate purposes, such as renting a vehicle, which require the licence holder to share their details.

In 2021, changes were made to the *Update address and contact details* transaction to remove the automatic display of the address information already held by Waka Kotahi when valid Driver Licence details were entered. This change was made as a consequence of issues identified and raised by NZ Police about the activities of people who had illegally obtained Driver Licence records from various locations.

Removing the automatic display of address and other details was seen as a tactical response that mitigated some of the concerns surrounding how the transaction was being used, but at the same time enabled customers to continue to easily access services to update their contact details.

Prior to this update, a change had already been made to the online transaction that required the Driver Licence (used to facilitate the online transaction) to be current. i.e., if the card had been reported lost or stolen, it could not be used to update address or contact details online. Unfortunately, the rental company did not make Section 9(2)(a) aware that his information had been compromised. As such, he was unable to report the card as stolen which would have prohibited it from being used online.

When changes were made to the transaction in 2021, other options were considered, including, removing the transaction as an online service altogether. However, this option was not progressed because of the desire to enable customers to have easy access to update their records.

In response to the concerns raised by Section 9(2)(a), Waka Kotahi plans to undertake an investigation of how its online processes can be improved to prevent this from occurring in future. We will keep you updated on our progress.