

22 August 2024

By email: [REDACTED]

Dear Mr [REDACTED]

**Your request under the Official Information Act 1982 (OIA) (ref: CAS-140276)**

You requested the following information from MBIE on 26 July 2024 (Request).

- *How much of the FMA's funding is being used to operate a contact centre via MBIE*
- *Is MBIE the only contracted provider of the FMA's contact Centre? If they are not, who else is contracted*
- *Is the operation of the FMA contact centre being outsourced to MBIE by the MFA*
- *Does the FMA's contact centre fall under the scope of MBIE, or is it being outsourced to MBIE*
- *All communication between MBIE and the FMA in relation to the operations of the contact centre from 2022 – 26/07/2024.*

Your Request was forwarded to the Financial Markets Authority (FMA) for response on 6 August 2024. We have considered your Request pursuant to the Official Information Act 1982 (OIA). Our response is below.

The FMA has engaged MBIE to provide outsourced call centre services to the FMA pursuant to a Memorandum of Understanding / Services Agreement. MBIE is the only provider of call centre services to the FMA.

The annual amounts provided to MBIE by the FMA for the Service Centre is set out below. Note, the amounts are an aggregate of a monthly charge and a per minute call handling charge.

Year	Amount (\$)
2022	51,562
2023	43,251
2024 (to date)	21,663

MBIE operates its Service Centre for public enquires on behalf of other agencies in addition to the FMA. The Service Centre allocates Client Service Advisors (CSA) that are adequately trained and assessed prior to commencing work on a business line. A representative sample of CSA's contacts are quality assessed each month to assess performance, improve competency and inform training requirements.

We have decided to provide you with a summary, pursuant to section 16(1)(e) of the OIA, of communications between MBIE and the FMA in relation to the operations of the contact centre from 2022

to 26/07/2024. The summary contains MBIE Service Centre referrals to the FMA (these are matters related to the FMA's work that cannot be adequately responded to be MBIE CSA), and a brief description of operational engagement between the two parties.

**MBIE Service Centre referrals to the FMA: 2022 to 26 July 2024**

Year	Total number of referrals	Referrals by theme
2022	87	Anti money laundering (10)
		Licensing and registration (29)
		Fraud/scam (12)
		Financial Advice Providers (8)
		FMA general/other (for example: disclosure, fair dealing, sales and advice) (28)
2023	51	Anti money laundering (11)
		Licensing and registration (13)
		Fraud/scam (2)
		Financial Advice Providers (6)
		FMA general / other (19)
2024	7	Anti money laundering (1)
		Licensing and registration (1)
		Fraud/scam (2)
		Financial Advice Providers (1)
		FMA general / other (2)

**MBIE FMA operational engagement regarding Service Centre, 2022 to 26 July 2024:**

- Annual strategic review meetings.
- Annual review of Memorandum of Understanding / Service Agreement terms and conditions.
- Regular account review meetings.

Note, you have the right to complain to the Ombudsman, to seek an investigation and review of FMA's decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or phone 0800 802 602.

If you have any questions about this response, please contact me.

Yours sincerely



**Ariarna Hakaraia**  
**Manager, Internal Governance**