

# New Zealand's e-Apostille



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THE DEPARTMENT OF INTERNAL AFFAIRS

Te Tari Taiwhenua

# Our approach

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- We provide an e-Apostille (along with a paper certificate) at no extra cost to every customer who submits an appropriate e-document.
- We advertise the e-Apostille on our website.
- We email with instructions on how best viewed, general explanation & link to e-APP website.

# Statistics

- 390 e-Apostilles issued since May 13<sup>th</sup> 2009
  - Majority for Companies Office documents
  - Small number for government issued identity documents
- 28 destination countries
  - Majority for Europe & South America

# Results

- **Acceptances confirmed:**

- ✓ Belgium
- ✓ British Virgin Is.
- ✓ Colombia
- ✓ Ecuador
- ✓ India
- ✓ Italy
- ✓ Latvia
- ✓ Mexico
- ✓ Panama
- ✓ Switzerland

- **Rejections confirmed:**

- ✗ Cyprus
- ✗ Germany
- ✗ Macedonia
- ✗ Netherlands
- ✗ Switzerland

# Feedback

- Private sector more receptive than government.
- Some customers waiting until e-Apostilles 'replace' paper Apostilles.
- Customers wonder if parties must accept e-Apostilles – are they as valid as paper Apostilles?
- Used as proof the 'originals' are on the way.

# Customer feedback

- “We have not been told of any e-Apostille which has not been accepted.”
- “Our clients LOVE (and need) the electronic and the printed version. They have told us they would not be able fulfil their clients' needs without both.”
- “Receiving electronic versions is fantastic! Keep doing it! I can now forward them to the Austrian government as proof that the originals are on their way.”
- “It’s a great idea to send both the printed and electronic versions to them for the interim, so they can get used to the change. I don’t think it will be too long before they are ready for the electronic version only to be supplied.”

# Feedback cont.

- “I expected this might be the case but my client is wanting the hard copies instead of the electronic versions -may take a while for everybody to come around to this!”
- “Your service with the electronic version of the Apostille is excellent, however for legal activities the Macedonian legal institutions where I have a claim require hard copy documents with Apostille.”
- “Our clients really appreciate both versions. I think they will be happy to leave things as they are until a time in the future when they have no choice.”

# How we attach an e-Apostille

1. We save the e-document as a PDF.
2. We save the Apostille certificate as a PDF file:

Request type: Apostille  
Status: Completed  
Year: 2009  
Job #: 08614

Date received: 1/06/2009  
Deadline date: 8/06/2009  
Dispatch date: 1/06/2009

Job received via: Other  
Deadline met: Yes  
Dispatch method: Buying Courier Bag

[Split job](#)  Create Translation

Customer Details Documents Notes / Attachments

Document type: Incorporation  
Signee name+: Neville Owen Harris  
Capacity: Registrar of Companies  
Seal: Registrar of Companies, New Zealand

Case No.	Document Type	Signee Name
08614.1	Incorporation	Neville Owen Harris

\* An apostille must have a Dispatch Date and Dispatch Method before it can be printed.

Apostille Type: eApostille

Print\*



# How we attach an e-Apostille

3. We combine the two PDFs into one document.
  4. We insert our signature token into USB port in PC.
- [Demonstration.swf](#)
  - [Demonstration2.swf](#)



