

New Zealand Superannuation or Veteran's Pension application



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

This application is for residents of the Cook Islands, Niue or Tokelau.

We suggest you read the instructions on pages 1 to 3 of this application form before starting to fill it in, so you get a feel for what's needed. You'll need to take your completed application to the New Zealand High Commission if you live in the Cook Islands or Niue, or your local official if you live in Tokelau.

For more information you can:

- go to workandincome.govt.nz/seniors
- email international_services@msd.govt.nz
- call us in New Zealand on **+64 4 978 1180**.

Date application issued:

OFFICIAL
DATE
STAMP

Who could qualify

If you're a resident of the Cook Islands, Niue or Tokelau you may be able to get New Zealand Superannuation (NZ Super) or Veteran's Pension if you:

- are aged 65 or over, **and**
- have been resident and present in New Zealand, the Cook Islands, Niue and/or Tokelau, or any combination of them for the required number of years. This must include:
 - 10 years of residence and presence in New Zealand since the age of 20
 - 5 years of residence and presence in New Zealand, the Cook Islands, Niue or Tokelau, or any combination of them, since the age of 50.

There are exceptions to some of these residency requirements.

The Veteran's Pension may be available to:

- veterans who have qualifying operational service confirmed by Veterans' Affairs, and who meet the NZ Super age and residency criteria; or
- partners of veterans who qualify for a Veteran's Pension; or
- surviving spouses of veterans who have died, but who would have qualified for a Veteran's Pension had they still been alive.

If you're not sure if you meet these criteria, please contact us.

How you apply

INFORMATION NOTE:


You may need to contact the New Zealand High Commission to make an appointment if you're in the Cook Islands or Niue.

When you can apply

You can apply for NZ Super or Veteran's Pension from eight weeks before you turn 65 to avoid missing out on payments. If you apply after you turn 65 your payments may only start from the date you apply.

What you need to do

You and your partner (if you have one) need to:

1. Fill out this application form.
2. Collect all the documents you need to show us. We tell you about these in the application form (look for the ) and we also have a checklist on page 3.
3. Take this application form and all the documents we need to an official for your country.
 - **Cook Islands:** New Zealand High Commission, or outer island administration office
 - **Niue:** New Zealand High Commission
 - **Tokelau:** Your Tokelau official, or the New Zealand High Commission in Apia.

They'll make sure you have all the information we need and will send this application to New Zealand to be processed.

Please give us all the information we need. If any information you give us is not true, or you have not told us information that you should have, we may stop paying you. You might need to pay money back. In some cases you could even be prosecuted.

New Zealand Superannuation or Veteran's Pension checklist



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Once you've filled in the application form, use this checklist to tick off all the documents you need to provide. Talk to us if you don't have any of the documents, have given them to us recently or if there might be a delay in getting them.

If you have a partner, we need to know some details about them. It's important we have this information because it can affect the amount we can pay.

We also need to know about whether your partner has or is likely to have any entitlement to an overseas pension. Their overseas pension may affect any Extra Help you get. There's more information about overseas pensions on our website.

What you need to provide

Proof of who you are:

If you were born in New Zealand, bring one type of official identification that has your full legal name and your date of birth (for example, your birth certificate, passport, driver licence, firearms licence, deed poll).

If you were born overseas, bring proof that you have a right to live in New Zealand (for example, a citizenship certificate, a New Zealand passport, a passport from another country with residence class visa or proof of permanent residence).

Your partner may also need to provide this.

If your name has changed, bring your marriage certificate, deed poll, or other proof of the name change.

You need to bring **two more documents** that help to prove who you are (for example, a marriage certificate, bank statement, phone or power account, driver licence).

If you're using your residence in the Cook Islands, Niue and/or Tokelau to qualify for NZ Super you need to provide proof of the time you lived in those countries.

Proof of your bank account details, such as a bank statement or deposit slip.

If you're using identification that has expired, it must not be more than two years past the expiry date.

There are a number of places in this form where we ask to see your original documents. You'll need to take these documents with you when you apply.

Officials will make a certified copy to send to New Zealand with your application and your original documents will be given back to you.

Our commitment to YOU



We will get to know you,
your situation and
your needs

Ka mōhio
ki a koe

know
you

We will make sure you
understand everything
you need to know



We will use your
feedback to improve
our service

We will respect your
privacy and be clear
about how we use
your information and
who we share it with



We will let you know
everything you may
be eligible for

Ka tautoko
i a koe

support
you

We will help you
however we can,
as soon as we can



The information
we give you will
be accessible and
consistent no matter
how you contact us

We will be honest
about our mistakes
and put them right



We will respect you
and what is important
to you

Ka mahi
tahi ki a koe

with
you

We will work
together to achieve
shared goals



We will let you know
your options, rights
and obligations

Our actions will
follow our words



How did 
wedo?

Let us know by visiting msd.govt.nz/feedback

New Zealand Superannuation or Veteran's Pension consent form



**MINISTRY OF SOCIAL
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An agent is someone who can act for you when dealing with the Ministry of Social Development.

The Ministry of Social Development doesn't have an office in the Cook Islands, Niue or Tokelau, but there are people in your islands that can help. They are:

- staff from the Ministry of Foreign Affairs and Trade at the New Zealand High Commission
- the Executive Officer at your outer-island administration.

They can copy and certify documents, but if you need them to do more you need to fill out this consent form.

What the agent can do

1

Do you want staff from the Ministry of Foreign Affairs and Trade or the Executive Officer at your outer-island administration to help you with your application?

No

[Go to page 5](#)

Yes

INFORMATION FOR Q2:

Your documents will be sent securely and for free.

Any letters forwarded to you will not be opened.

2

How would you like the staff to help you? (Tick as many options as you need)

Copy and certify my documents

Help me understand and complete this form

Check my application and send it to the Ministry of Social Development in New Zealand

Forward me any letters you get for me from the Ministry of Social Development

Send to or receive emails from the Ministry of Social Development about my application.

Your consent

By signing this consent, I understand the Ministry of Foreign Affairs and Trade or the Executive Officer at my outer-island administration will:

- act only as my agent for the Ministry of Social Development
- treat my information as strictly confidential
- send my application and/or any information or queries to the Ministry of Social Development or any other party securely
- destroy any information about me after the application process is completed.

Applicant's name (print)

Applicant's signature

Day

Month

Year

New Zealand Superannuation or Veteran's Pension applicant form



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In the applicant form, 'you', 'your', and 'yourself' means the person applying for NZ Super or Veteran's Pension. If we say your partner we also mean your husband or wife. These only apply if you have one.

Date application issued:

OFFICIAL
DATE
STAMP

Tell us about yourself

If you've received a benefit or extra financial help from us before, write your client number here if you know it. This number can be found on your Community Services Card if you have one.

Client number

Tell us the names you've been known by

1

What is your full name?

Mr Mrs Ms Miss Other

First and middle names

Surname or family name

2

Is the name on your birth certificate the same as above?

No Yes

First and middle names

Surname or family name

3

Have you ever been known by any other name?

No Yes

1.

2.

4

What name would you like us to call you?

The name I wrote in Question 1 The name I wrote in Question 2

Other



ATTACHMENT FOR Q1:

Bring proof of who you are. What you need to bring is explained on page 3.



HOW TO ANSWER Q3:

For example, have you had married names, English names, changes by deed poll, or aliases?



ATTACHMENT FOR Q3:

Bring your marriage certificate, deed poll, or other proof of any name change.

Tell us more about you

5

What date were you born?

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

6

Are you:

Male Female Gender diverse

INFORMATION FOR Q7:
ACC is the Accident Compensation Corporation.

7

Are you currently receiving weekly compensation payments from ACC?

No Yes

If you get weekly compensation payments through ACC, in most cases you can't get NZ Super for the same period. You may be able to get NZ Super or Veteran's Pension if ACC have confirmed:

- you can get both payments for a period of time, **or**
- the date your ACC payment stopped.

If you need help call ACC on **0800 101 996**.

8

What is your Inland Revenue tax number?

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> I don't know, or I don't have a number
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Tell us how we can contact you

9

Where do you live?

Flat/House number	Street name
<input type="text"/>	<input type="text"/>
Village	
<input type="text"/>	
Island	County
<input type="text"/>	<input type="text"/>

10

Is your mailing address different from where you live?

No Yes **↓ If yes, please tell us your mailing address**

<input type="text"/>
<input type="text"/>

HOW TO ANSWER Q11:
Please only give us contact details you'd like us to use.

11

How else can we contact you?

Tick the best way for us to first contact you

Home phone	()	<input type="checkbox"/>
Mobile phone	()	<input type="checkbox"/>
Other phone	()	<input type="checkbox"/>

12

Would you like to communicate with us by email?

Providing us with your email address and authorising us to communicate with you this way means:

- we may be able to give you faster service
- we may be able to send you useful information from time-to-time, for example a regular newsletter, or general information about payments
- you may save on telephone calls and postage.

Please note: communicating with us by email may not be as safe as other ways of communicating with us – particularly if other people have access to your computer.

No Yes **↓ If yes, tell us your email address** I don't have an email address

Tell us your ethnicity

13

Tick the group(s) you most identify with.

Cook Island Māori Niuean Tokelauan New Zealand European

New Zealand Māori **→ Which tribe(s) or iwi?**

Samoan Tongan Chinese Indian

Other European Other **↓ If other, please write below** Don't want to answer

INFORMATION FOR Q13:

We collect this information for statistics we use in research and future development work.

Tell us about your residence status

14

Do you give us permission to get information about your travel movements and immigration status from Immigration New Zealand?

No **→ If no, you'll need to get the information from Immigration New Zealand yourself and provide it to us**

Yes

15

Do you usually live in the Cook Islands, Niue or Tokelau?

No **Please talk to us as you may not qualify**

Yes **↓ If yes, which one do you usually live in?**

Cook Islands

Niue

Tokelau

HOW TO ANSWER Q15:

By answering yes, this means you consider that place your home, you're a legal resident, you usually live there and you intend to stay.

16

Do you regularly visit any countries outside the country you told us in question 15?

No

Yes



If yes, please provide details below

Name of country you visit or will visit

How often?

How long for?

Reason for visiting (for example, holiday, working, living)

Name of country you visit or will visit	How often?	How long for?	Reason for visiting (for example, holiday, working, living)

HOW TO ANSWER Q19 AND Q20:

If you were under 20 years old when you first arrived in that country, we can accept an approximate date of arrival.

If you were over 20 years old and aren't sure of the actual date, talk to us and we can decide whether the date needs to be confirmed.

HOW TO ANSWER Q21

Please answer this question even if you were born in New Zealand. Your answers to questions 21 and 22 will tell us if you meet the residence criteria.

ATTACHMENT FOR Q21:

If you're using your residence in these countries to qualify for NZ Super, you need to provide proof of the time you've lived there. Ask us if you need help with this.

17

What country were you born in?

New Zealand

Cook Islands

Niue

Tokelau

Go to question 20

Other



If other, which country?

18

Have you ever been granted a refugee or protected person status in New Zealand?

No

Yes

19

When did you arrive in New Zealand?

Day Month Year

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20

What date did you start living in the Cook Islands, Niue or Tokelau?

Day Month Year

--	--	--

21

How many years between the ages of 20 and 50 years old, have you lived in any of the following countries?

New Zealand

Cook Islands

Niue

Tokelau

None

22

How many years, from the age of 50, have you lived in any of the following countries?

New Zealand

Cook Islands

Niue

Tokelau

None

Tell us if you've lived or worked overseas

23

Have you ever lived or worked in any countries outside of New Zealand?

No

Go to question 27

Yes



If yes, please list details below

INFORMATION FOR Q23:

If you've lived overseas it may mean you're eligible for an overseas benefit or pension, which could affect your entitlement.

HOW TO ANSWER Q23:

If you don't know the exact date write the closest month and year.

Name of country	Date you entered this country	Date you left this country	Work	Study	Missionary work	Humanitarian work	Other
	/ /	/ /					
	/ /	/ /					
	/ /	/ /					
	/ /	/ /					

Tell us whether you're a veteran

27 Have you served with the New Zealand Armed Forces?

No [Go to question 36](#) Yes

28 Do you want to apply for Veteran's Pension?

No [Go to question 36](#) Yes

29 Are you applying for Veteran's Pension because of your own service?

No [→ If no, what is your partner's service number?](#)

[Go to question 36](#)

Yes

HOW TO ANSWER Q30:
If you don't know the percentage we can find it out for you.

30 Do you get a Disablement Pension from Veterans' Affairs?

No Yes [→ If yes, what percentage do you get?](#) %

Don't know [We'll get this information for you from Veterans' Affairs](#)

INFORMATION FOR Q30:
Disablement Pension was previously known as 'War Disablement Pension'.

31 What country's forces did you serve with?

Country Name of unit

32 What is your service number?

33 What were the dates of your service?

Date service commenced Date discharged
Day Month Year Day Month Year

34 Did you serve overseas?

No [Go to question 36](#) Yes [→ If yes, please tell us the length of your service](#) Months Years

35 What were the theatres of operation and approximate dates?

Tell us if you have a partner

We need to know if you have a partner or husband or wife and some information about them. By 'partner' we mean someone you're in a relationship with.

This is so we can pay you the right rate and work out whether your partner may be entitled to a pension from another country, which could affect your NZ Super or Veteran's Pension.

36 Do you have a partner?

No [Go to page 15](#) Yes

37 What is your partner's full name?

38 What is your partner's date of birth?

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

39 Is your partner:

Male Female Gender diverse

40 What is your relationship status with your partner?

↓ Please tick one of the following boxes

Married In a civil union In a relationship

41 Are you living at the same address as your partner?

No Yes [Go to question 43](#)

42 Where does your partner live?

Rest home Public hospital Private hospital Prison

Other ↓ If other, please tell us where they live

43 Is your partner getting a New Zealand benefit or NZ Super or Veteran's Pension?

No [Your partner needs to complete the partner's residence form on page 12](#)

Yes ↓ If yes, what is their client number?

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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New Zealand Superannuation or Veteran's Pension partner's residence form



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This partner's residence form should be filled in by the partner of the person applying for NZ Super or Veteran's Pension if the partner is:

- not already getting NZ Super or Veteran's Pension
- not already getting a benefit.

We need this information so we can pay the right rate.

In this form, 'you', 'your', and 'yourself' means the partner of the person applying for NZ Super or Veteran's Pension. By partner, we also mean husband or wife.

Tell us about yourself

If you've received a benefit or extra financial help from us before, write your client number here if you know it. This number can be found on your Community Services Card if you have one.

Client number

 | |

Tell us the names you've been known by

1

What is your full name?

Mr Mrs Ms Miss Other

First and middle names

Surname or family name

2

Is the name on your birth certificate the same as above?

No **If no, tell us the name that is on your birth certificate** Yes

First and middle names

Surname or family name

HOW TO ANSWER Q3:

For example, have you had married names, English names, changes by deed poll, or aliases?

3

Have you ever been known by any other name?

No Yes **If yes, please write them all out below**

1.

2.

4

What name would you like us to call you?
 The name I wrote in Question 1
 The name I wrote in Question 2

 Other **↓ If other, please write the full name**

5

What date were you born?
 Day Month Year

6

Are you:
 Male Female Gender diverse

Tell us about your residence status

7

HOW TO ANSWER Q7:

By answering yes, this means you consider that place your home, you're a legal resident, you usually live there and you intend to stay.

Do you usually live in the Cook Islands, Niue or Tokelau?
 No

 Yes **↓ If yes, which one do you usually live in?**
 Cook Islands

 Niue

 Tokelau

8

What country were you born in?
 New Zealand

 Cook Islands

 Niue

 Tokelau

[Go to question 10](#)
 Other **↓ If other, which country?**

HOW TO ANSWER Q8:

If you were under 20 years old when you first arrived in that country, we can accept an approximate date of arrival.

If you were over 20 years old and aren't sure of the actual date, talk to us and we can decide whether the date needs to be confirmed.

9

What date did you start living in the Cook Islands, Niue or Tokelau?
 Day Month Year

Tell us if you've lived or worked overseas

10

Have you ever lived or worked in any countries outside of New Zealand?
 No [Go to our Privacy Information on page 17](#)
 Yes **↓ Please list details below**
INFORMATION FOR Q10:

If you've lived overseas it may mean you're eligible for an overseas benefit or pension, which could affect your partner's entitlement.

HOW TO ANSWER Q22:

If you don't know the exact date write the closest month and year.

Name of country	Date you entered this country	Date you left this country	Work	Study	Missionary work	Humanitarian work	Other
	/ /	/ /					
	/ /	/ /					
	/ /	/ /					
	/ /	/ /					
	/ /	/ /					

11

Do you get or qualify for a social security benefit, pension or allowance from overseas?

No Don't know

Yes **↓ If yes, tick the box that best describes your benefit, pension or allowance**

Retirement or old age Superannuation Disability or health condition

Widow or survivor Child or dependent War related

Other **↓ If other, please provide details below**

12

If you ticked 'Yes' for question 11, please give details of the payments you get.

	Payment 1	Payment 2
What country does the payment come from?		
How much do you get each time the payment is made (in overseas currency)?		
Is this amount before or after tax?		
How often do you get the payment (for example, weekly, fortnightly, monthly)?		
What is the name of your pension, allowance or benefit?		
What is the payment reference number?		



What you need to do (your obligations)



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When you're getting payments from us, there are some things you need to do to make sure you're getting paid the right amount. So does your partner, if you have one.

If you don't do these things, we could pay you the wrong amount. It could also mean we have to reduce or stop your payments. We don't want you to miss out on money you need so please read these carefully.



Let us know when things change

You need to let us know about changes that might affect the amount you're paid.

Changes to information about you or your family, like:

- name, address, contact details or bank account number
- starting or stopping living alone
- starting or ending a relationship, marriage, or civil union
- your partner passes away
- the number of dependent children you support.

We also need to know if you:

- go into or come out of hospital
- are being held in custody or on remand.

If we have the wrong information we could pay you the wrong amount. If we pay you too much you might have to pay us back.



i We can't pay you while you're out of New Zealand unless we've agreed to it.

Tell us if you're going overseas

If you're traveling or moving overseas you need to let us know because we may have to change or stop your payments.

You need to let us know before you leave by emailing **international_services@msd.govt.nz** or calling us on **+64 4 978 1180**.

If there's a good reason you can't, then you need to let us know as soon as you can.

Moving to another Pacific country to live

You can move to some Pacific countries without your payments being affected. To find out which countries, go to our website **workandincome.govt.nz** and search on *Special Portability with Pacific Countries*.

Moving to a country (other than New Zealand or a Pacific country) to live

If you move to any other country, your payments will stop while we work out if your payments can continue in the other country. You need to let us know which country you're moving to so we can give you the right advice for that country.

Traveling for 26 weeks or less

You can travel to any country for up to 26 weeks or less and keep getting your payments as usual.

If you're still overseas after 26 weeks your payments may stop. If you're still there after 30 weeks you may have to repay all your payments since you left.

If you get held up because of circumstances beyond your control that you couldn't have known about before you left, you may be able to keep payments made in the first 26 weeks.

Traveling for more than 26 weeks

If you're traveling to other countries for more than 26 weeks, your payments need to stop from the day after you leave.

If you're coming to New Zealand, we'll change your payments from when you arrive in New Zealand.

What can happen if you don't meet your obligations

Your payments can stop if you don't tell us something we need to know.



i You can find full details about what can happen if you don't meet your obligations at msd.govt.nz/not-meeting-your-obligations

You need to do the things listed above to keep getting payments from us. So does your partner, if you have one.

If you don't tell us something we need to know, your payments can stop. In some cases you could even be prosecuted.

Communicating with us by email



i You can find full details about communicating with us by email at msd.govt.nz/email

Communicating with us by email means:

- we can help you faster and send you information from time-to-time
- you could save on phone calls and postage
- you need to keep your information safe and secure if other people have access to your email.

Your rights

You have the right to ask us to review any decision we make about your payments.



If you don't think we have things right or there's something you don't understand:

- call us – we can usually fix it over the phone
- you have the right to ask us to review the decision. Find out how at msd.govt.nz/reviews



How we protect your privacy



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Collecting your information

We collect your personal information, so we can provide income support, NZ Super or Veteran's Pension, Student Allowance, or Loans and connect you with employment, education and housing services. We do this under various Acts, which are all listed on our website at workandincome.govt.nz/privacy

- To help us do this, we collect information about your identity, your relevant history, and your eligibility for our services.
- We get this information directly from you, and we sometimes collect information about you from others, including other government agencies.
- You can choose not to give us your personal information, but we might not be able to help you if you don't.

Using your information

We use the information you give us to make decisions about the best way to help you.

- These decisions may be about:
 - whether you're eligible for our services
 - running our operations and ensuring our services are effective
 - the services we'll provide in the future.

Sharing your information

Sometimes, we need to share your information outside our Ministry to reach our goal of helping New Zealanders to be safe, strong, and independent.

- To do this, we may share your information with:
 - prospective employers to help you find work
 - contracted service providers that help us to help you
 - health providers if we need your medical information to assess your eligibility
 - other government agencies when we have an agreement with them
 - some other governments if you may be eligible to get or are getting an overseas pension.
- We also share personal information when the law says we have to.

Respecting you and your information

We make sure we follow the Privacy Act to do what's right when we use your information.

- We treat you and your information with respect, by acting responsibly and being ethical.
- We make sure any technology we use meets strict security standards so it keeps your information safe.

Get in touch if you have a question

You have a right to ask to see your personal information, and to ask for it to be corrected if it's wrong.

- If you have a question or a complaint, please get in touch.
- You can find full details about what we do with personal information in our privacy notice at: workandincome.govt.nz/privacy

Signature page

Office copy

Applicant

I have answered all the questions that apply to me and my situation.

The information I have given you is true and complete.

I understand the things I need to do while I'm getting payments.

I will do what I need to do to meet my obligations.

I understand what you do with my personal information and how you protect my privacy.

Applicant's name (print)

Applicant's signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Applicant's partner

I have answered all the questions that apply to me and my situation.

The information I have given you is true and complete.

I understand what you do with my personal information and how you protect my privacy.

Applicant's partner's name (print)

Applicant's partner's signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Helper's statement

Complete this if you've helped anyone to complete this application form.

Your first name

Your surname or family name

Your address

Your phone number

Tick the box for the statement that applies

- I completed this application form at the request of the person applying. They told me they understood what they were signing. The statements and answers I have completed are true and complete as given to me by the person applying.
- I completed this application form at the request of the partner of the person applying. They told me they understood what they were signing. The statements and answers I have completed are true and complete as given to me by the partner of the person applying.

Helper's signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Signature page

Applicant's copy

Applicant

I have answered all the questions that apply to me and my situation.

The information I have given you is true and complete.

I understand the things I need to do while I'm getting payments.

I will do what I need to do to meet my obligations.

I understand what you do with my personal information and how you protect my privacy.

Applicant's name (print)

Applicant's signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Please use the document checklist to help you make sure you bring all the documents you need to your meeting with us.

Applicant's partner's copy

Applicant's partner

I have answered all the questions that apply to me and my situation.

The information I have given you is true and complete.

I understand what you do with my personal information and how you protect my privacy.

Applicant's partner's name (print)

Applicant's partner's signature

Day

Month

Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Please use the document checklist to help you make sure you bring all the documents you need to your meeting with us.