

Restrictions on what you can email us

Our computer network is linked to the NZ Defence Force's system. Security is very important—there are strict rules in place to protect the system.

Sometimes this means that an email you send us is automatically blocked by the system.

An email might get blocked if:

- the email includes inappropriate language, like swear words
- attached files are password protected, unreadable or an unusual format
- your email domain is 'blacklisted', as it might be used by spammers.

To ensure your email gets to us, we recommend you avoid anything that might cause your message to get blocked.

Sometimes we get a notification that an incoming email has been blocked, but this is not always the case. If you have not had a response from us, please call us to check that we received your message.