

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 the system automatically blocks an email you send us.

Reasons we might not have gotten your email

An email might get blocked if:

- the attached files are over 15MB in size
- the attached files are password protected, unreadable or in an unusual format
- the email includes inappropriate language, like swear words.

We won't know if your message was blocked

In most cases, we won't know that you've tried to send an email that was automatically blocked. You may or may not get a notification from your email provider.

What you should do

- Check the file size before you send attachments. If a single file is larger than 15MB, compress the file before sending it.
- If you need to send multiple files that add up to over 15MB, send the files as separate emails.
- If you have not received a response from us in a few weeks, please call us to check that we received your message.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)
