

## Important:

This article was published on Sunday, 1 July 2012 - 8:21 am.  
The information is accurate at the time and is used for reference purposes only.

For up-to-date information please [visit the Land Information New Zealand website \(http://www.linz.govt.nz\)](http://www.linz.govt.nz).



## [Landwrap July 2012 - Issue 90 \(/news/2012-07/landwrap-july-2012-issue-90\)](/news/2012-07/landwrap-july-2012-issue-90)

Landwrap July 2012 - Issue 90

- [Reminder of new requisition or rejection clarification process \(/news/2012-07/reminder-new-requisition-or-rejection-clarification-process\)](/news/2012-07/reminder-new-requisition-or-rejection-clarification-process)



Recently LINZ implemented a new process to transfer customers seeking clarification of a requisition or rejection item directly through to the staff member processing the dealing.

Land Titles Landonline

---

## Articles referenced within this issue

### [Reminder of new requisition or rejection clarification process \(/news/2012-07/reminder-new-requisition-or-rejection-clarification-process\)](/news/2012-07/reminder-new-requisition-or-rejection-clarification-process)

Recently LINZ implemented a new process to transfer customers seeking clarification of a requisition or rejection item directly through to the staff member processing the dealing.

We have had positive feedback from some of our customers who have taken advantage of this new service. Our aim is to get your query answered at the time you call, so the dealing can be resubmitted with minimal delay.

There are now two ways for you to seek a requisition or rejection clarification. These are:

By phoning **0800 ONLINE** (0800 665 463) and asking for a requisition or rejection clarification. If the Property Rights Analyst (PRA) approving your dealing is available, your call will be transferred. Should the PRA be unavailable, a request will be created and they will return your call. This is a new service that we are offering under our Customer Strategy.

OR BY

Submitting a Requisition\_Rejection Clarification request within Landonline. The rejected or requisitioned dealing number must be entered in the dealing number field in order for the request to workflow to the staff member processing the dealing who will call you back within two working days.

---