



YOU KNOW WHAT 'NORMAL' LOOKS LIKE.

Freight Forwarders can play an integral role in helping us identify and stop cross border crime, particularly drug smuggling.

You deal with overseas agents, interact with clients, see import documents, and arrange delivery of imported goods. You know what 'normal' looks like and you can identify when a shipment or situation is suspicious.

Look out for:

- Documents may appear false or crudely created
- Inability or reluctance to provide all documents in a timely manner or paperwork is incomplete
- The method of import doesn't match the type of goods e.g. low value goods being shipped using high cost freight streams
- All communication for an import by a NZ company is made through someone based offshore, where the client is not previously known and trusted
- The 'importer' is unsure and does not appear to have a good understanding of processes, the nature of their import, and cannot answer standard questions easily
- Difficulty in contacting the importer including contact details that don't work

- The type of goods don't match the importer (e.g. golf carts going to a furniture shop)
- The importer doesn't seem to properly exist or has a very limited footprint e.g. the business has a name but the address/delivery details don't relate, no information on the Internet, no associated email/postal addresses
- The method or process of payment for any fees appears unusual or suspicious
- Delivery arrangements are suspicious, change, or are not normal

Your information could help us stop criminal activity that adversely affects all New Zealanders.

If you identify a suspect shipment or interaction then please contact the Customs CCA team:

Phone: 021 952 605

Email: ccateamchc@customs.govt.nz

You can also confidentially report suspicious activity and behaviour through our Border Protect programme by contacting 0800 937 768 (**0800 WE PROTECT**).



For more information visit customs.govt.nz/report



NEW ZEALAND
CUSTOMS SERVICE
TE MANA ĀRAI O AOTEAROA

**Protecting and promoting
New Zealand across borders**