

# YOU KNOW WHAT 'NORMAL' LOOKS LIKE.

**Call Centre teams regularly interact with clients and can play an integral role in helping us identify and stop cross border crime, particularly drug smuggling.**

**You know what 'normal' looks like. If you think an interaction, situation or behaviour is suspicious then please call us to report it.**

#### **Look out for:**

- Lots of redirections for the same or similar goods
- Redirections for businesses to residential addresses
- A caller who is vague with their knowledge of the package and associated details
- A caller who initially claims the package is for them but then changes their story e.g. advises it's actually for a friend
- Requested re-delivery address does not exist or does not appear legitimate
- Reason for redirection feels suspicious
- Aggressive behaviour
- Frequent or persistent calls
- Questioning on how the system works or law enforcement processes
- Unwillingness to provide contact details



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

**If you have an interaction that you are suspicious about then please contact the Customs CCA team:**

**Phone: 021 957 928**

**Email: [ccateamakl@customs.govt.nz](mailto:ccateamakl@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](https://customs.govt.nz/report)**



NEW ZEALAND  
**CUSTOMS SERVICE**  
TE MANA ĀRAI O AOTEAROA

**Protecting and promoting  
New Zealand across borders**