

# YOU KNOW WHAT 'NORMAL' LOOKS LIKE.

**Customs brokers can play an integral role in helping us identify and stop cross border crime, particularly drug smuggling.**

**You see import documents, create entries, and interact with clients. You know what 'normal' looks like and you can identify when a shipment or situation is suspicious.**

## **Look out for:**

- NZ identity for a client code is sent from an overseas client
- 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
- The weight of the goods doesn't match the value or description
- 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 type of goods don't match the importer (e.g. golf carts going to a furniture shop)
- The method or process of payment for any fees appears unusual or suspicious

- 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
- Email addresses that don't match the importer or supplier e.g. the company name doesn't feature within the email address
- 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

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

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

**Phone: 021 952 605**

**Email: [ccateamchc@customs.govt.nz](mailto: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**).

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**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**