



[Home](#)

[Services](#)

[What's new](#)

[Forms](#)

[Careers](#)

[About us](#)

[Legal](#)

[Resources](#)

Services

Anti-Spam

Avoiding Spam

Email Scams

Business Info

Spam Complaints

Submit Email Spam

Submit TXT Spam

Register

**Recover
Registration ID**

**Update Registration
Details**

**Results and
Statistics**

**Questions and
Answers**

Make a Complaint about Email Spam

Your complaint should include as much of the information requested below as possible in order for us to investigate it effectively.

A definition of what constitutes an Unsolicited Electronic Message under New Zealand law can be found on the [New Zealand Legislation website](#).

Registration is not necessary to make a complaint. However registration will simplify the process should you wish to make complaints in the future as you will not need to re-enter your contact details.

NOTE: Fields marked with an asterisk (*) are required.

Use of this information

In the course of any investigation into alleged breaches of the [Unsolicited Electronic Messages Act 2007](#), the Anti-Spam Unit may need to pass on complaint details to third parties which could identify you. For example, we may need to pass on your email address to the sender, to verify that you did not consent to receive emails. In other cases, we may want to find evidence that the sender received your request to unsubscribe but failed to action it.

Disclosure of your details would only be done if you agree (by ticking the boxes below).

1. I **AGREE** for my electronic address to be passed on to the business or person I am complaining about. (Note: if you have been unable to unsubscribe, the Anti-Spam Unit cannot direct a business or person to remove your electronic address from a mailing list unless you grant this permission). *

☒ Yes ☐ No

2. I **AGREE**, where applicable, for details of my complaint to be referred on to other government agencies or enforcement departments, within New Zealand or internationally, as part of any investigation into alleged breaches of the [Unsolicited Electronic Messages Act 2007](#). *

☒ Yes ☐ No

3. If necessary, I am prepared to make a written statement or swear an affidavit regarding this matter should it be required as part of any investigation into alleged breaches of the [Unsolicited Electronic Messages Act 2007](#). *

☒ Yes ☐ No

Your contact details

If you have already registered, include the **Registration ID** you were given. If you are not registered you can [register here](#). If you have forgotten your Registration ID you can [recover it here](#) *

If you have entered your Registration ID above you may skip the contact details below and go straight to the Complaint details section.

Given name or first name *

Family name or surname *

Email address *

Street address

Suburb/town

Country

New Zealand

Phone number

Mobile phone number

Complaint details

If this is a further submission regarding a complaint that has already been lodged, please enter the **Complaint Reference Number** you were given.

Name of **Business (or Sender)** if known

Air New Zealand

Select the **reason(s)** you are lodging this complaint *

- ☒ I did not subscribe to this
- ☐ The message did not contain an unsubscribe facility
- ☐ This message contains sexual content and I have not consented to receiving it
- ☐ I have previously unsubscribed and the message continues to be sent
- ☒ Other reason (please specify below)

The "unsubscribe" facility is just a page returning "Serv

Copy the Email **Header** of the spam into the box below. The instructions for this can be [found here](#) *

```
Return-Path:
<v-cfcnl_baooodnk_bgkgilgl_bgkgilgl_
a@bounce.digitalcomms.airnz.co.nz>
X-Original-To:
airnzairpoints@ewen.mcneill.gen.nz
Delivered-To:
ewen@mail.mcneill.gen.nz
```

Copy the Email **Body** of the spam into the box below. The instructions for this can be [found here](#) *

```
-----=_Part_11981_730216884.1475482
Content-Type: text/html; charset="ut
Content-Transfer-Encoding: quoted-pr

<!DOCTYPE html PUBLIC "-//W3C//DTD X
w3.org/TR/xhtml1/DTD/xhtml1-transiti
<html xmlns:v=3D"urn:schemas-microso
<head><meta property=3D"og:title" na
New Zealand"><meta property=3D"og:d
t=3D"48 hour New Zealand sale."><met
://www.airnzimage.co.nz/2016/special
en.jpg"><link rel=3D"image_src" href
ecial-offers/australia/20161003_SO_A
l" content=3D"/emessageIRS/servlet/I
3B160C2514681599A122279C93F16A2DEAFE
57345C203E77C9AC9D370AF3BB25D5D9E65D
1C3008BBEE23EAC968E58323FB1637A6E335
E37E4BF003D4C7A241421CC7D3ED0964D342
3E21AB03904C34F03DCCDAF5D53CCEE2AD90
1831B5558C195E79FF10475D023FFB856A01
08F0FB1FA8AD8626ACA02B856FDB59DE8784
```

Summary of complaint, including actions taken to

You will receive an acknowledgement that your complaint has been lodged.

[Site map](#)

[Search](#)

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newzealand.govt.nz