



2 May 2025

[Redacted address block]

Dear [Redacted name]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 10 April 2025. You requested an update on the figures we released in our response to OIA request with reference 23OIA2106, which asked for:

... the average amount of unclaimed tax refunds for the two years preceding the disestablishment of cheques, and for the years since. The same as a percentage of all refunds.

Information being released

The table below details the number and value of individual income tax refunds issued for the 2019 to 2024 tax years (1 April to 31 March).

Tax Year	Refund status	Customers	Refund (\$ millions)	Customer %	Refund value %
2019	Refunded	2,386,298	1,479.9	97.8%	98.8%
	Pending refund	53,371	17.2	2.2%	1.2%
2020	Refunded	2,187,948	1,380.5	97.7%	98.7%
	Pending refund	52,052	17.5	2.3%	1.3%
2021	Refunded	2,159,468	1,259.7	97.4%	98.8%
	Pending refund	57,092	15.3	2.6%	1.2%
2022	Refunded	2,195,847	1,312.9	97.5%	98.6%
	Pending refund	56,343	18.0	2.5%	1.4%
2023	Refunded	2,262,784	1,599.3	95.7%	98.0%
	Pending refund	100,975	32.9	4.3%	2.0%
2024	Refunded	2,350,665	1,714.8	94.1%	96.6%
	Pending refund	148,205	61.1	5.9%	3.4%

Since our response to OIA request with reference number 23OIA2106, dated 19 May 2023, the number of customers with refunds has reduced in some years. This is due to account maintenance and reassessment activity, e.g., a customer's tax position is reassessed from a credit to a debit, or an assessment is reversed or replaced.

Publishing of OIA response

We intend to publish our response to your request on Inland Revenue's website (ird.govt.nz) as this information may be of interest to other members of the public. This letter, with your personal details removed, may be published in its entirety. Publishing responses increases the availability of information to the public and is consistent with the OIA's purpose of enabling more effective participation in the making and administration of laws and policies and promoting the accountability of officials.

Thank you again for your request.

Yours sincerely



Teresa Dillon

Domain Lead, Performance and Reporting