



Release Notes

Arms Information Solution (AIS) v2.6.12 RW – 6.20.12.2



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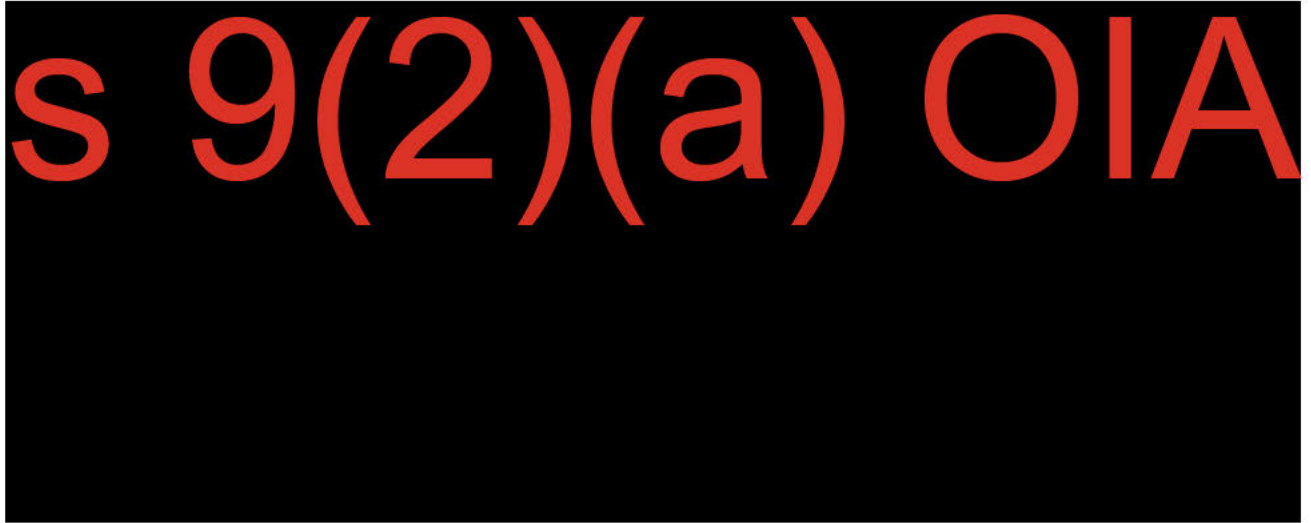
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1. Release Note Distribution



2. Release Definitions

Item	Description
Major Release	A full release means a release that has major changes. It includes all software components, executables required to run the application. It would include server and client software component, configuration files, upgrade scripts etc.
Minor Release	Minor enhancements and bugfixes
Patch Release	A partial release of the software suite including bug fixes only.

3. System Release Identification

This official release is identified as the following:

Application Name & Version	AIS v2.6.12
RegWorks Version	RW-6.20.12.2

RRS Version	RRS-6.5.1.6-no-cdc
FRT File Version	v7.0
Release Date	22 nd April 2024
Release Type	Minor Release
NZPOL Env URL - Portal	s 6(c) OIA
NZPOL Env URL - EBO	

4. Severity Definitions

Severity	Definition
1	A large-scale system failure that prevents the operation of major parts of the system.
2	A major issue where a significant system component or functionality is unusable (e.g., data loss, system crashes, invalid results). There is no work around but sufficient remaining functionality uncompromised by the issue to support use of other components or functionality.
3	A major issue where a system component is not working as specified. However, there is an effective workaround.
4	A minor issue with some loss of functionality. There is an acceptance and easily implemented workaround.
5	A minor issue with minimal impact on system functionality but may affect the user's perception of the system. The fault has no impact on functionality and will have minimal or zero impact on use.

5. Priority Definitions

Priority	Definition
Blocker	Major impact on business daily workload and no Business workaround has been identified; cannot be deployed into production as it will cause significant interruptions.
Critical	Significant impact on business, Business workaround is available but costly (time, effort and/or financial); would not recommend deployment into Production as it would cause increased manual workloads and/or significant interruptions.
Major	Moderate impact on business, business workaround is available but would be inconvenient.
Minor	Minimal impact on Business. Business can continue as expected with minimal or no impact.

6. Release Contents

6.1 Notable Product Changes

This section shows features, enhancements, and bug fixes that have been made to the underlying RegWorks Platform:

6.2 New Features and Enhancement

NZPOL Reference	Severity	Priority	Description	Note
NZPOL-1687	3-Moderate	High	As part of the database review it was determined that to do index maintenance on a regular basis as scheduled job to improve performance.	<ul style="list-style-type: none"> - This will be a weekly schedule job to run at maximum 3 hours. - OCL to identify few timeslots when the schedule job can be run in production and agree with NZPOL.

6.3 NZPOL Defects Resolved and Redeployed

This section lists NZPOL bug fixed and deployed as part this Release:

NZPOL Reference	Severity	Priority	Description	Note
NZPAIS-237	3-Moderate	High	Activating Event Should move to New status when Re-Opened	s 6(c) OIA [REDACTED]

NZPOL Reference	Severity	Priority	Description	Note
NZPAIS-232	4-Minor	Medium	NOARMR in EBO - one of the declaration checkboxes is not mandatory	s 6(c) OIA
NZPAIS-223	3-Moderate	Medium	Text cannot be copied from certain fields which work ok in Prod	s 6(c) OIA
NZPAIS-190	3-Moderate	High	MOD: Unable to update item details - fields stay read-only on selecting "Update arms item details"	s 6(c) OIA
NZPAIS-34	2-High	High	Model field is not mandatory when updating an Arms Item	s 6(c) OIA
NZPAIS-205	3-Moderate	High	Registration - dropdown pops up in the top left corner of the screen if tab out of the field before it pops	s 6(c) OIA
NZPAIS-215	3-Moderate	Medium	Regular Expression update for all the email fields	s 6(c) OIA
NZPAIS-240	3-Moderate	Highest	Import to NZP data warehouse failing	s 6(c) OIA
NZPAIS-238	2-High	High	Firearms Licence Number now NULL	s 6(c) OIA

6.4 NZPOL Improvements and Changes

This section lists NZPOL improvements and changes deployed as part of this Release:

NZPOL Reference	Severity	Priority	Description	Note
NZPAIS-62	3-Moderate	Medium	Proposed System Usability Changes	s 6(c) OIA
NZPAIS-160	3-Moderate	Medium	Dashboard Customisation	s 6(c) OIA
NZPAIS-161	3-Moderate	Medium	Form page Customisation	s 6(c) OIA
NZPAIS-168	3-Moderate	Medium	Header Customisation	s 6(c) OIA
NZPAIS-169	3-Moderate	Medium	Footer Customisation	s 6(c) OIA
NZPAIS-189	3-Moderate	Medium	Remove the trailing spaces of fields in CYP submission form	s 6(c) OIA
NZPAIS-180	4-Minor	Medium	Usability - Add licence status to LIC domain summary & Recent item list	s 6(c) OIA

6.5 Outstanding Bugs

This section lists bugs found within this release that are still outstanding. Note – bugs outstanding from previously releases can be found in Section 8, Known Issues.

NZPOL Reference	Severity	Priority	Description	Note
NZPAIS-244	4-Minor	Low	Search filters not always loading in AT	2 users were getting this issue and not able to replicate in other environments

7. Known Issues/Notes

7.1 Known Issues

Reference	Severity	Priority	Status	Description	Resolution Note
NZPAIS-163	3 - Moderate	Medium	Awaiting Product Change	Branding colour of primary Buttons, links and secondary buttons	To be considered in Product Road Map

7.2 Deployment Notes

s 6(c) OIA

Feedback received via the Registry

Team	Summary	Reported Date
Registry	S 9(2)(a) OIA talking so positively about the Registry & Services team and spreading the good word within the firearms community.	3/08/2023
Registry	Praise for good work, S 9(2)(a) OIA praised the call taker S 9(2)(a) OIA and stated that she was very efficient and quick. And also had a good experience dealing with her.	16/08/2023
Registry	Webform submission from: Feedback form, S 9(2)(a) OIA praised S 9(2)(a) OIA that she was outstanding, helpful and patient	25/09/2023
Registry	Feedback on taking personal details on the phone to verify LH	1/12/2023
Registry	Praise for great work, LH S 9(2)(a) OIA has complimented S 9(2)(a) OIA for her great patience her knowledge about firearms than others. She spoke slowly with more clarity.	29/01/2024
Registry	Good Service Example, LH S 9(2)(a) OIA emailed with feedback on the service he received on the call was very patience and helpful.	22/02/2024
Registry	Positive email on registry service, LH S 9(2)(a) OIA has responded to S 9(2)(a) OIA email praising and thanking the Registry team for their great support and great system that worked very well for him.	27/02/2024
Registry	Feedback from Vettors District video meeting, North Shore Policing Team has forwarded the feedback from Vettors meeting with License Holders. The LH mentioned they have widespread support for the helpfulness attitude for the Registry team.	12/03/2024
Registry	Registry and services team feedback, Feedback passed on by Mike McIlraith, Director Partnership.	
Registry	He met L holders over past few weeks when they gave positive response on the call service by Registry and their professionalism, helpfulness. Said they are consistent and also find the right people who can help them.	4/04/2024
Registry	Minister McKee Correspondence, Correspondence received by Minister McKee's office that LH called to register and complained against the call taker. He stated the call was not handled professionally and was abruptly disconnected. Hope sent the investigation response after reviewing the call.	5/04/2024
Registry	Complaint By LH that he was stopped from making appointment by S 9(2)(a) OIA because he complained about the tone of a call taker	28/04/2024
Registry	Complaint -Unhappy with not been able to log in to Realm and not able to get register his firearms.	29/04/2024
Registry	Webform submission from: Feedback form S 9(2)(a) OIA, dissatisfied on the automated email seeking information for Firearms Registry. Later called the Registry team and found unhelpful on our part.	29/04/2024
Registry	Webform feedback: Expression of dissatisfaction, LH S 9(2)(a) OIA called to register where his firearms make and model does not match to our list. He was frustrated upon asking to send a photo of the firearms and showed his dissatisfaction that the staff did not know much about the particular model.	
Registry	Not happy that our staff never fired a firearm as a part of training.	13/05/2024
Registry	Praise - customer service, Praise received from LH via an ATP member. Just finished registering my firearms. Pretty simple / easy process. Had one hiccup with a model that wasn't listed so rang 0800 number. Answered promptly. Spoke to S 9(2)(a) OIA who was a superstar. Thorough, professional, friendly and helpful. Please pass on my appreciation to his supervisor etc.	23/05/2024
Registry	Incorrect advice provided re: antique firearms, Complaint made to Minister McKee's office - told LH that they had to register their antique firearms. No name provided. Ministers office advises receive lots of communication regarding advice about antiques.	27/05/2024
Registry	Registry Improvements, LH gives feedback on queue messaging-no clear message indicating that firearm Make, Model, Serial Number, Calibre/Gauge information is required to successfully complete registration, the caller will need their Firearms Licence Details to proceed the call, with directions on how to find the Marking (serial numbers) on arms items and parts within the TTP site. Celeste has let the compliance know that the queue msg is work in progress now.	14/06/2024
Registry	Facebook Feedback, LH commented on Facebook that his Firearms are still listed under him where he has sold the items and been registered to the new owner. Duplicate arms item on S 9(2)(a) OIA licence and on another licence. No transfer has been initiated by S 9(2)(a) OIA, more looks like it is lack of knowledge around how to transfer items in the Registry. A PTP has been completed for a pistol to another licence holder that has registered the item also, maybe he believed that the PTP would also take care of transferring the item in the Registry.	18/06/2024
Registry	Positive Feedback, Positive feedback came through on the service LH receive through 0800 number for the past month. Previously the dissatisfaction came through that people are putting the caller on long hold and seek assistance from supervisors, however they now feel the 0800 staff are very efficient, fantastic, knowledgeable and helpful. One caller mentioned about S 9(2)(a) OIA who helped him beyond anything and was very nice.	25/06/2024
Registry	Good feedback for 0800 number Team, An older gentlemen called 0800 number and found they were fantastic to deal with, supportive and in general and very knowledgeable and helpful. He could not catch the name of the staff. Also another caller called and spoke to S 9(2)(a) OIA who was brilliant and helpful.	25/06/2024
Registry	Praise from a LH who had a recent transfer, S 9(2)(a) OIA called the registry team and found all the staff to be polite and accommodating. He commented: "I know there is a lot of scrutiny of the registry at present. It is great to see this all working".	8/07/2024
Registry	Positive Feedback, LH was very happy and pleased to have his registration process run by S 9(2)(a) OIA. He appreciated S 9(2)(a) OIA patience.	12/07/2024
Registry	S 9(2)(a) OIA did a great job and it was excellent to be on the other end of the call hearing the service provided while assisting the licence holder get guns in and out of the safe and make/model identified etc.	18/07/2024
Registry	case number S 9(2)(a) OIA - Praise - emailed to thank S 9(2)(a) OIA for his excellent professional and understanding service.	18/07/2024
Registry	Firearms Registry and Firearms Licence Renewal Praise, A Big thank to all those members of the team that made the whole procedure of firearms registry and Licence Renewal as smooth as possible for LH S 9(2)(a) OIA	25/07/2024
Registry	Feedback-Thank You - LH wrote to say a big thank you to the AA for his great service and friendly manner when he was registering firearms over the phone.	25/07/2024
Registry	Praise for staff S 9(2)(a) OIA spoke to S 9(2)(a) OIA on the phone and praised her and mentioned she was so efficient and very quick her my work	16/08/2024
Registry	Feedback on Contact hours for the call centre 'Is there any good reason why you're not available after hours two nights during the week and Saturday mornings? So that good, hard working, taxpaying, legally licensed firearms owners can register their items? The restricted hours are good at restricting people who work on the land without reception during work hours? Lives hard enough without you making it harder? Please consider having some extra after hours time to call on the phone? Thanks as internet's a bit dodgy out in the sticks...! Thanks S 9(2)(a) OIA	5/09/2024
Registry	Positive feedback, got positive feedback from S 9(2)(a) OIA this is why I gave you a 100/10, you're the only one who has ever explained anything." I'm going to give you a boost, you've just gone up 200% out of 100. [...] It's a pleasure to talk to somebody that answers and is not trying to make anybody feel as though they're doing something wrong."	11/09/2024
Registry	High Praise- Online Validation, After struggling through the web portal to register some firearms LH gave up, he rang the 0800 number in desperation and got through to S 9(2)(a) OIA. S 9(2)(a) OIA went out of her way to help, resolving the issues I had and indicating the next steps to enable to see firearms registered. Such a delightful phone manner. Very helpful and talked me through the steps.	12/09/2024
Registry	Positive Feedback, like to compliment the Support Team for their helpfulness in dealing with my application for license renewal and the subsequent firearm registration. I contacted the team on five separate occasions. Each time I was able to speak to someone without any delay and my queries were handled competently and in a friendly and courteous fashion. Clearly staff have been well trained. They made the process straightforward, which I presume is the point. In any event I appreciated it. Thanks for the help. Nga mihi S 9(2)(a) OIA	3/10/2024
Registry	Feedback on transfer of firearm, Mike (MCILRAITH, Michael) called as a Mistry shopper and praised the call taker was Professional, Call answered quickly, asked relevant security questions. ID validated	6/11/2024
Registry	S 9(2)(a) OIA went out of her way to help LH to get hold of Paul and walked him through	11/11/2024
Registry	Praise from Caller, LH feedback to AA as below: Just had a LH want to pass on some good feedback regarding the RST. He said every interaction he has had with us has been brilliant and that we are doing a good job and to keep it up. he also said he knows we cop a lot of criticism and wanted to make sure his feedback gets back to the team.	24/12/2024

Registry	§ 9(2)(b) received the following praise: " H § 9(2)(b) Excuse the delayed response from your last email. I just wanted to express my appreciation for your help to complete the registration process, and the knowledge which you shared, thank you very much. § 9(2)(b) P	6/01/2025
Registry	R&ST Praise, Praise received from caller via the Resolutions Team Good morning Celeste, I just received a call handed over from a Registry person who had assisted the L/Holder prior to handoff. After I had assisted the L/Holder he took a moment to tell me the person from the Registry to whom he had spoken prior had been a tremendous help. Unfortunately neither of us caught the Arms Administrator's name (he was male) but I wanted to pass back the positive feedback for the team member.	8/01/2025
Registry	Feedback to email inbox -Received email below in myfirearms inbox: Good afternoon Last week I renewed my firearms licence and gun registration. While doing this I had to ring your support people a number of times for help and to seek clarification. I spoke to : § 9(2)(a) OIA § 9(2)(a) OIA Unfortunately I did not get § 9(2)(a) OIA and § 9(2)(a) OIA Last name. They were extremely kind and helpful and patient while I asked them to repeat things. Would you please pass on my thanks to them and maybe give them a mention during your staff meetings or bulletins, or however you communicate with your staff. Kind regards § 9(2)(a) OIA	12/01/2025
Registry	Praise- H § 9(2)(a) OIA Thank for replying to my email and thank you for identifying the model of § 9(2)(a) OIA At this point I am very happy for you to please update my registration of § 9(2)(a) OIA Reading your email brought back a very nice memory of a conversation § 9(2)(a) OIA so thank you very much for your email, it means the world to me remembering § 9(2)(a) OIA § 9(2)(a) OIA so thank you and please do move forward with updating my firearms registration on my behalf for my now § 9(2)(a) OIA Thank you very much for your time researching this for me and giving me clarity on this matter your help has been invaluable to me. Kind regards § 9(2)(a) OIA	17/01/2025
Registry	§ 9(2)(a) received thanks for assisting LH to identify firearms, said it was a lot easier than expected with § 9(2)(a) help.	5/02/2025
Registry	Praise received by § 9(2)(a) OIA : During the call the LH mentioned to the AO she's very patient, lovely to get someone with an English accent (probably directed at overseas call centres), awesome, awesome service and for the AO to put in for a pay rise.	9/02/2025
Registry	§ 9(2)(a) received praise for assisting LH to identify and register firearms	4/03/2025
Registry	§ 9(2)(a) received praise for assisting LH to identify a firearm	21/03/2025
Registry	§ 9(2)(a) received praise for assisting LH to identify a firearms	21/03/2025
Registry	LH expressed dissatisfaction will call wait times and awful music while on hold. LH rang firearms safety authority for 2 days, called 7 times only to placed on hold for half an hour each time. LH complained that he did not have the time to be sitting on hold all day and that the music while on hold was awful.	9/04/2025
Registry	§ 9(2)(a) OIA spoke with LH § 9(2)(a) OIA during a consult call from § 9(2)(a) OIA at 10:47 16.04.2025. 18m45s into the call the LH said, "You're awesome to deal with, I enjoyed that" and overall, he seemed very cheerful and positive about the whole Registry experience.	16/04/2025
Registry	§ 9(2)(a) thanked for his service " H § 9(2)(a) Thank you and thanks again for helping with the identification of the gun maker. Kind § 9(2)(a)	29/04/2025
Registry	H § 9(2)(a) Awesome, thanks heaps. You folks are doing a great job and it couldn't be an easier process. Cheers § 9(2)(a)	30/04/2025
Registry	§ 9(2)(a) received thanks for assisting LH to identify firearms	30/04/2025
Registry	Registration support Licence holder presented to local arms office for support in registering their items.	8/05/2025
Registry	EOD - The wait time trying to contact someone from the firearms register is outrageous § 9(2)(a)	9/05/2025
Registry	§ 9(2)(a) received thanks for LH; "H § 9(2)(a) Thanks for the quick response (you did much better than me!) Yes I'm happy with your proposal and pleasantly surprised at the age range of the rifle"	19/05/2025
Registry	§ 9(2)(a) OIA received the following compliment from LH; "H § 9(2)(a) Thanks for all that information on the rifle, it is extremely interesting and I had no idea about its history so your email is of great interest. I have printed your email and the link you've given me and attached it next to the rifle.. Once again thanks a lot for your great service and appreciate your help Cheers § 9(2)(a)	19/05/2025
Registry	Transfer process complaint Email sent to Minister Nicole Mckee complaining about the way the transfer process works. Receiving party called first and was advised that the supplier would need to call to initiate the transfer	19/05/2025
Registry	Inbound call on Dealer Queue at 3.06pm 1da6af39-515a-45ce-9d10-63783b4935b0 to § 9(2)(a) At the end of the call (Last two minutes or so) the dealer showed was appreciative of the help, and commented on how we provide excellent service in comparison to companies to like Microsoft, whom he also has to call regularly. He said that I could pass that feedback on.	20/05/2025
Registry	The FSA sent out a vague email indicating that I needed to provide information, though it did not say what information. On ringing the FSA caller was on the line for 1hour and 43 minutes, Caller said If the FSA is going to ask vague information instead of defining what they were actually asking for, they really need to provide enough customer service people to actually do the job. I can (on a Friday) stay on hold for a long time many others cannot. Most people will just hang up after 30 minutes or so. If you want the firearms community to get on board with the registry you need to fund the FSA so it can actually function. § 9(2)(a) OIA	30/05/2025
Registry	Long wait queue on 0800 number and no callback option....	3/06/2025
Registry	Email received by LH on information required by registry lacked specificity/ information. § 9(2)(a) OIA LH complained about "unsolicited" email received regarding information he was required to provide to the Firearms Registry and that no further information was provided. LH requested specific details related to the email received.	12/06/2025
Registry	Expression of dissatisfaction received via Webform submission : A The LH called us Wed 04/06 and had waited for 24 mins.	12/06/2025
Registry	Positive Feedback, Feedback passed on by Bryony Williams from Learning and Development team. Some Vettors and AOs had interactions with some LH who had expressed their satisfaction on the Registry team when the phoned, praised the staff members are very helpful and understanding.	21/06/2025

Registry	s 9(2)(a) received praise from a LH re. his efforts in getting an arms item identified: That would be fantastic s 9(2)(a) cheers for your efforts getting close to being sorted fir another 10 years lolthanks again	23/06/2025
Registry	Webform submission expression of dissatisfaction - long call wait time, difficult and time consuming process Web form expression of dissatisfaction received.	2/07/2025
Registry	s 9(2)(a) received praise for assisting LH to identify and register firearms	4/07/2025
Registry	s 9(2)(a) received the following thanks : *Morning s 9(2)(a) Thanks so much for clarifying all the details we thought it may have been changed but weren't really sure so good to know a bit of its history. Could you please update the register for me. Once again thanks for your help.*	19/07/2025
Registry	Praise for FSA - *Hi s 9(2)(a) Great work by you and your colleagues. Both identifications agreed/accepted. *	24/07/2025
Registry	Repeated registrations - Dealer Transactions Ammunition Dealer complained of the need to repeatedly register firearms.	24/07/2025
Registry	Toward the end of the call received 28/07/2025 at 12:49:06 PM at the 21:40 minute mark the LH complimented s 9(2)(a) OIA saying she's been extremely helpful and very professional.	28/07/2025
Registry	s 9(2)(a) OIA received the following thanks *Hi s 9(2)(a) Thank you for sorting this, and yes, if you could update the model and loading mechanism described in bold, please. And, thank you for what I can only describe as fantastic service. s 9(2)(a) *	10/08/2025
Registry	Minister's office received complaint of LH expressed frustration at trying to register his firearms LH expressed frustration at trying to register his firearms....	13/08/2025
Registry	LH providing feedback re. TTP processes	15/08/2025
Registry	Praise received by s 9(2)(a) * Hi s 9(2)(a) I'm impressed, and happy to be able to put a name to it. If you could update it on my registry that would be great and I do appreciate the effort you have gone to to help me out. s 9(2)(a) *	20/08/2025
Registry	Praise received: *Hi s 9(2)(a) Thanks for the speedy response, I'm more than happy for you to update my firearm registration with the details you have found. Thanks for the easy and hassle free service you have provided. I appreciate it. Cheers s 9(2)(a) OIA	26/08/2025
Registry	LH complained about long call holding wait time LH complained that he waited on hold for 1/2 an hour to speak to someone and said " Can you please either get more staff, introduce a system that tells you where you are in the queue / or introduce a call back system"	28/08/2025
Registry	LH waited for 45 minutes to get through for firearms transfer, assisted by s 9(2)(a) , *who was excellent, professional, naturat and had a friendly attitude and great to deal with*	29/08/2025
Registry	Genesys Interaction ID: 3be0c7e2-5883-4c20-aca2-94ae9dc680d9 LH comments: Excellent! Well, thanks very much s 9(2)(a) That's excellent.	29/09/2025
Registry	Email below received from Don Crawford on behalf of a licence holder for s 9(2)(a) OIA morning Lynette I have just spoke to a licence holder who was having issues online with his renewal and Registering his firearms. Licence holder: s 9(2)(a) OIA . He was dealing with s 9(2)(a) OIA and was very complimentary about how they spoke to him and helped him through the process. So nice to hear. Kind Don Crawford Arms Officer - Counties Manukau Firearms & Licensing Unit M s 9(2)(a) OIA E donald.crawford@police.govt.nz [SEEMAIL]	15/10/2025
Registry	The below email was received from Licence Holder s 9(2)(a) OIA) for s 9(2)(a) OIA. Hi, I would just like to give a big shout out to s 9(2)(a) OIA who has helped me load my firearms into the registry system I had some guns that did not match anything in the system so, we went through them and got them loaded one by one Her professionalism and calmness made he every flow freely at this stressful time She also answered some other questions I had . Please pass on my thanks for a good job done well Thanks s 9(2)(a) OIA	16/10/2025
Registry	s 9(2)(a) OIA Elderly LH not satisfied with long wait times on phone.	17/10/2025
Registry	s 9(2)(a) OIA (unsure of the spelling) was outstanding to deal with on the phone to sort out an issue in the submission of a firearms registry entry. He was relatable, understanding of our rightful frustrations and always focussed on ensuring the best and most protective outcomes for me as the person at risk of the unintended infringements. He was professional, polite, entertaining, and punctual. He made the experience much better (that's still no advocacy for the register btw haha) but in essence he is a champ that should be cloned to increase overall efficiency and satisfaction with those of us required to navigate this legal process. I appreciate people like him more than words can convey.	31/10/2025
Registry	Complaint about RST hours of work, procedures and being on hold for a long time from : MyFirearms Support <Myfirearms.support@police.govt.nz> Subject: [EXTERNAL] Re: Compliance Notice CAUTION: This email originated from outside the New Zealand Police Network. DO NOT click links or open attachments unless you recognise the sender and are assured that the content is safe. Please be advised this has been completed I am appalled at the excessive delays and being on hold while you are answering the calls The hours of work are not realistic and after being on hold for a long time the team then terminate the call due to being close to the shut off time I had my firearms all catalogued when the last firearm renewal was completed, it was of concern to be advised that you have not used these records as a base for the records I appreciate that a government department is limited however there are a range of improvements that could assist with the level of compliance and the interaction between the registered user and the record keeping	3/12/2025

Feedback received via email and <https://www.firearmssafetyauthority.govt.nz/give-feedback>

Date Received	Channel Received	Complaint Detail
26/06/2023	Email to TTP Web Team	Criticism of Te reo name and registry
26/06/2023	Email to TTP Service Improvement	Complaint about functionality of Firearms Registry
25/07/2023	Email to TTP Web Team	Suggestion for automated email content from the Registry
27/07/2023	Email to TTP Web Team	relates to breach... Requests to remove info from Registry database following privacy breach
29/07/2023	Email to TTP Service Improvement	Registry is clumsy and not user friendly. Privacy breach. Will not register items until he is guaranteed his details are safe.
11/08/2023	Email to TTP Service Improvement	Having trouble creating a Real Me account for the Registry
14/09/2023	Email	"Filling out my firearms registry details ^{s 9(2)(a) OIA} was so helpful. I suggest the database lookup field not be the first field, since users do not have access to the spreadsheet. If they cannot find the correct one, have a note to say, "Call the team and someone will tell you to enter a code into this box". Also make it clear save is not the same as submit."
27/09/2023	Online form	Finding it hard to access information on the website. Not happy with RealMe and the process of not being able to double check what they have registered until validated.
30/10/2023	Email to Firearms Support	RealMe feedback but commented on government changing
23/11/2023	Online form	Overseas Firearms Registration query
26/11/2023	Online form	Firearms Registry
29/11/2023	Online form	Firearms Registry - Digital - Registry difficulties
11/12/2023	Dealer Registration System - Email to Registry	Buyer has no last name. Dealer forwarded buyer's details to Registry for manual input.
19/12/2023	Email to Myfirearms.support	Regarding confusion of how to use the Website and the Registration forms
23/01/2024	Email	I had applied for renewal of my Arms Licence. The application generated a further email requesting me to contact the Firearms Registry to get my firearm registered. I rang and spoke to a ^{s 9(2)(a) OIA} who I believe was stationed in Wellington. The identification of my firearm was a lengthy process and at all times she showed a genuine helping nature, super patience and a solutions focussed manner. She was very respectful and you I couldnt wish for a better communication. ^{s 9(2)(a) OIA} and I told her that she won ^{s 9(2)(a) OIA} of the week for her extraordinary service. Well done ^{s 9(2)(a) OIA} You are to be commended for your manner and you are a great representative of the Police.
26/01/2024	Email to NST	Regarding registry website and not being able to find their firearm
15/02/2024	Email to TTP Web Request	Firearms Registry
18/02/2024	Email to TTP Web Request	Having issues navigating and registering items online – was also wanting to contact Registry outside of working hours.
22/02/2024	Email	Hello , I'm just confirming my Firearms have now been registered , I had to get help over the phone as I was not able to do it myself online as it kept comingup with an error message. I appreciate everyone's help and patience getting this done for me

10/03/2024	Email	Kia Ora I'd like to compliment the Support Team for their helpfulness in dealing with my application for license renewal and the subsequent firearm registration. I contacted the team on five separate occasions. Each time I was able to speak to someone without any delay and my queries were handled competently and in a friendly and courteous fashion. Clearly staff have been well trained. They made the process straightforward, which I presume is the point. In any event I appreciated it. Thanks for the help.
24/03/2024	Email to TTP Web Request	Letter of Complaint regarding Registry
4/04/2024	Email to TTP Web Request	Unhappy with the registry website.
4/04/2024	Email to Scott Simpson and Christopher Luxon	Unhappy with the registry website.
5/04/2024	Email to TTP Web Request	Contact hours and online accessibility for Transfer Process.
5/04/2024	Email to TTP Web Request	Unhappy with the registry website.
5/04/2024	From the Minister's office	Phone call to Firearms registry. Misunderstanding with the agent and call disconnected. Follow calls are not successful and did not receive a return call.
8/04/2024	Email to TTP Web Request	Unhappy with the registry website.
15/04/2024	Email to Darrin Bisley	Gun Registry - Website and system is frustrating
19/04/2024	Email to TTP Web Request	Online Firearms Register is an absolute nightmare.
12/05/2024	Email to TTP Web Request	Registration Process
15/05/2024	Phone call with the AA	Registry & Website Feedback/Escalation
24/05/2024	From the Minister's office	Minister's Office Correspondence - Registering Antique Firearms
30/05/2024	Email to TTP Web Request	Firearms Registry - How do I supply a maker, or serial number when there is no record of one???
3/06/2024	Email to Firearms Compliance	Feedback on Website Layout and Firearm Registration Process
11/06/2024	Email to My Firearms Support	Firearms Registration
12/06/2024	Email to TTP Web Request	Unsure what "search by firearm reference table ID" is. LH confused and frustrated, finds the registry process difficult, hard to contact 0800 during working hours (no weekend/afterhours). overall finding the process is not user friendly.
3/07/2024	Email to Police Web Team	Quering regarding the privacy statement on our website saying holding registry information for 3 years compared to Archives NZ saying 10 years for records
22/07/2024	Email to Police Web Team	Receiving a compliance notice and customer service alongside registration process
16/08/2024	Email to My Firearms Support	Registry hours not being accesible to those who work full time
17/08/2024	Email to TTP Web Request	Difficulty registering firearms line due to poor usability interface of the website

6/09/2024	Email to Ministerial Services Police	concerns about how the process is being run when dealing with firearms license holders who pose no obvious threat to themselves or to other people
9/09/2024	Email to TTP Web Request	Your firearms registry forms are a nightmare. They don't want to accept some email addresses, phone numbers. No wonder people don't bother to do their business on your website forms. It is not at all user friendly
12/09/2024	Email to MyFirearms Support	frustrated with Registry transfer process to confirm the transfer, not being able to get a hold of 0800 number
27/09/2024	Email to Firearms Licence Applications	The hours of the registry call centre
17/10/2024	Phone call to Canterbury District	Expressed his frustration how the form and the process feels very bureaucratic and it has been rolled out in haste
21/10/2024	Email to TTP Web Request	Expressed his frustration upon registering his prohibited endorsed firearms, Registry trying to look up the firearms to confirm the model but police already have the details. Wishes streamlined process for Pest Control Endorsement
29/10/2024	Email to TTP Web Request	Expressed his frustration about registry when transferring item as LH couldn't find the information and found out it was only done over the phone.
4/11/2024	Email	Went above and beyond to make sure the vulnerable person I was supporting today to access the Firearms Registry and gain information, support and a solution did in fact achieve that. He managed the situation with expertise, knowledge, skill awhi and aroha. Due to his transparency and skill he has enabled accessibility for this vulnerable person which has been a humbling, unique experience for myself and the vulnerable person. Thanks to [redacted] we have a successful outcome. Toanga [redacted] Tapu ki te tangata.
2/01/2025	Email	I have just completed license renewal and firearms registration and I would like to formally acknowledge how smoothly and efficiently your staff managed the whole process. Every contact made with them was professional and helpful and the process appeared to be designed to not hinder those without issue. It gives confidence to the focusing of resources on those who may present more of a concern. My renewal 10 years ago was a total contrast, the process seemed intent on finding fault and the vetter was challenging to say the least. With the events in Chch and the subsequent media and political performances, I feared the worst for this renewal. I will admit, and am pleased to have been proven totally wrong. Thank you. Keep up the good work.
12/05/2025	Email to TTP Web Request	Total waste of time phoning the 0800 # All you get some monotone voice telling you the operators are engaged and you are in line. What the voice does not say, is time you have wait!! Perhaps a little initiative such 'Leave a call back number might be helpful'
14/05/2025	Email to TTP Web Request	When calling your 0800 number I have experienced multiple extended wait times with no option to request a call back. It would make your organisation much easier to deal with if you offered a call back option
29/05/2025	Email to TTP Web Request	Unhappy with the waiting time when contacting Registry.
30/05/2025	Email to TTP Web Request	1) The FSA sent out a vague email indicating that I needed to provide information, though it did not say what information. On ringing the FSA I was on the line for 1 hour and 43 minutes. If the FSA is going to ask vague information instead of defining what they were actually asking for, they really need to provide enough customer service people to actually do the job. I can (on a Friday) stay on hold for a long time many others cannot. Most people will just hang up after 30 minutes or so. If you want the firearms community to get on board with the registry you need to fund the FSA so it can actually function. 2) Thanks for the prompt response. You have, however, completely ignored the issue of sending out vague emails wanting to know "something" but failing to say what that "something" may be thus causing half the problem in the first place. Surely a multimillion dollar organisation can do a bit better?

4/06/2025	Email to TTP Web Request	<p>What happened?</p> <p>This system is a joke. They record information wrong and won't change it when informed. I can't even see what is on my list because I'm not "validated". I have done everything to be validated.</p>
5/06/2025	Email to TTP Web Request	<p>While on hold for the FSA phone line and waiting 43 minutes, I heard a voice answer before immediately hanging up on me. 43 minutes on hold, before YOUR FSA organisation hung the phone up on me, is insulting and unprofessional.</p> <p>Please, Please, make it so that you can do FSA transfers ONLINE, in the same manner you can with transferring car ownership with NZTA, Please. Save me 43 minutes of my life and your staff won't feel the need to hang up on me.</p>
9/06/2025	Email to Myfirearms.support	<p>Why can't I do this directly in MyFirearms? I'm able to add firearms, why can't I remove them? I tried the 0800 number and the number selections didn't work first time, then it was so long waiting the second time I sent an email. You guys need to sort your system - it's not good enough.</p>
9/06/2025	Email to Myfirearms.support@police.govt.nz	<p>I have been trying to get hold of the registry office for over a week I have been trying to register a new firearm I have tried on the website but it won't let me access it so I have been trying to contact by phone for over a week you won't law abiding citizens to register their firearms but you lot can't even answer a phone call . So just shows that this is just a big waste of people's time and money . If you lot decide you know how to use a phone you can call me on s 9(2)(a) OIA</p>
9/06/2025	Email	<p>s 9(2)(a) OIA</p> <p>He went into the registry portal to load his firearms, found this difficult but managed to load all but one of his firearms in the register. There was an issue loading his s 9(2)(a) OIA</p> <p>s 9(2)(a) OIA followed up with the Firearms Safety Authority New Zealand (FSANZ).</p> <p>s 9(2)(a) OIA contacted FSANZ who said they will load this to the register on his behalf s 9(2)(a) OIA has stated "at the time, had they had advised it was a prohibited firearm I would have applied to add it to my register under s 9(2)(a) OIA They did not advise me of that situation and loaded it onto the register for me."</p> <p>s 9(2)(a) OIA</p> <p>s 9(2)(a) OIA has liaised with the Police, and with FSANZ who admitted they had made an error at the time he contacted them about putting this on the registry. Had this been correctly loaded at the time s 9(2)(a) OIA made contact; this would have been legally loaded onto s 9(2)(a) OIA Under the current rules the FSANZ, even though they were at fault, will not allow s 9(2)(a) OIA to backdate and load this on the registry under s 9(2)(a) OIA and have advised the firearm needs to be destroyed.</p> <p>s 9(2)(a) OIA would like this sorted out so you can keep this firearm, have it legally loaded to the registry s 9(2)(a) OIA as it should have been s 9(2)(a) OIA disabled then returned to him so he could mount it s 9(2)(a) OIA As a worst-case scenario s 9(2)(a) OIA would be happy if the rifle was</p>
12/06/2025	Email to Myfirearms.support@police.govt.nz	<p>Firearms Safety Authority. I'm not going to put the other words in because I don't see the need for it.</p> <p>This reregistration was just brought in by the Labour government after the Mosque shooting in Christchurch. This is still not going to stop a lone shooter doing it again.</p> <p>What about the Bkie gangs, are they going to be searched to see how many firearms they have under their beds or up in the roof space. In my opinion this is a load of bollocks and is persecuting us law abiding citizens.</p> <p>Now on a lighter note, I am waiting for the government to give us a \$100 KFC voucher, just as happened in the North Island at census time to encourage certain groups to fill out the forms.</p>
27/06/2025	Email to TTP Web Request	<p>Just letting you know that I have been trying to call the Firearms Registry for two weeks now to register a firearm but nobody is picking up</p>
30/06/2025	Email to TTP Web Request	<p>Significant delays with your team answering the phone...Absurdly long wait times, difficult and time-consuming process. Please have someone call me to register my 2 other firearms.</p>

4/07/2025	Email to Myfirearms.support@police.govt.nz	<p>Feedback received from Registry to log on the complaint register. It has been dealt with by Registry team.</p> <p>"Hi, it finally worked. This has been so stressful trying to register a firearm online!..I tried ringing and was constantly on hold and online couldn't get a code sent to phone..it would send hours later, and today finally got a code, then it wouldn't recognize [REDACTED] email address..then after taking screenshots of every page to email to resolution team..it submitted of course. My husband couldn't manage this and I guarantee that a lot of other wives are having to do this for their husband..but it's very frustrating. I don't know how many people have complained..but why couldn't it be done similar to buying or selling a vehicle?..and be done at the store or if private sale done by both parties upon purchase?"</p>
11/07/2025	Email to Myfirearms.support	<p>I tired registering my firearms online on 04/12/2023 but because your website leaves a lot to be desired, I couldn't do this at the time as NONE of mine were listed in your system. This was a weekend day, and because you don't man the phones at weekends I couldn't call.</p> <p>I have no record of the follow up emails you say were sent, weather these went you junk, I don't know, but I DO NOT have them.</p> <p>I spoke with someone on 24/06/2025 correct, and I said I would get onto this as soon as I could. Again, can't do this online because even almost 2 years later, your website is still rubbish. The follow-up phone calls weren't answered at the time as it's my personal number, and as such I don't have the ability to answer then whilst at work. I work longer hours than 8am to 6pm that your office does, and hence calling back outside of work hours isn't an option for me. I am also fairly sure that the lady I spoke to admitted to me that there were shortcomings at your end as to why this had not been followed up sooner.</p> <p>I do not reply to random Txt messages asking for me to confirm my address either, it could have been anyone.</p> <p>So in regard to sending me the "notice to improve". I suggest you probably want to improve things at your end. As I write this email, I have been on hold at the 0800 number for going on 20mins now and still counting. Do you think people have the time to sit and wait??</p>
14/07/2025	Email to Myfirearms.support	<p>I have been trying for some time now to register my firearms. To my surprise, not one of the five weapons I was trying to register could be found through in the drop-down lists in your on-line registration form. One wouldn't expect the Authority to have many older makes but I was surprised that I couldn't get the system to pick up a Chinese rifle I bought only seven years ago.</p> <p>But that is not the purpose of this communication. I have been trying repeatedly to reach your 0800 number. Finally today, after another half hour wait, I got through and managed to register my firearms. And you will be pleased to learn that your employee was empathetic and professional. But, respectfully, I think you need to think harder about the psychology of the sort of people who are trying to register firearms. Many will not be used to bureaucracy. They will be impatient. They may be inclined to go to social media first for their information. Listening to an endless recorded message saying "we're sorry, but all of our team is busy now" is going to rapidly turn begrudging – and even willing - compliance into hostility.</p>
21/07/2025	Email to TTP Web Request	<p>Tried to register the purchase of a previously registered firearm (shotgun) acquired through private sale.</p> <p>Followed the process under the buyer section here: https://www.firearmssafetyauthority.govt.nz/manage-and-apply/when-firearm-changes-hands</p> <p>"If you buy or receive an arms item, you must call us to confirm you have received the arms item as soon as is practicable"</p> <p>Was informed that this cannot be done until the seller has initiated the transfer. Fair enough, but perhaps change the webpages to advise this, as I was queued on the phone for 45 mins waiting, and will now have to do that again.</p> <p>Indeed, as I will receive an email informing me that the seller has initiated the transfer, perhaps change the website to note that the buyer should wait to receive this email, but that if they do not receive one that they should contact the FSA 30 days after the transfer occurred.</p>
24/07/2025	Email to TTP Web Request	<p>Good Morning</p> <p>I have just registered my Firearm.</p> <p>It is disturbing to me that the Firearms Safety Authority is Headlined with a Maori name first.</p> <p>Te Tari Pureke</p> <p>There are so many scams around this was misleading at best. I do not speak Maori.</p> <p>We are an English speaking nation and communication is in this form for general understanding, not confusion. This is an important area for safety</p>

		and requires the utmost understanding and trust. I believe this should be reversed at least or deleted completely as has been multiple other Government Departments.
29/07/2025	Email	<p>After finally figuring the site out can a point out some frustrating aspects of the registration from a users point of view. Fix these and others will be more inclined to do it and be less frustrated. List Make and model fields alphabetically. Provide the ability to type in make and model Have the Identification Marking as part of the initial detail entry. Otherwise like me you go hunting for it, can't find it, get frustrated and stop. Not being able to amend Manufacturer, make or model without deleting the gun and starting from scratch Very frustrating to have to run through the Statements fields every single time I completes a field. Major Firearms Parts, Prohibited Magazine Pistol Carbineconversion Kit</p>
30/07/2025	Email	<p>Morning team, Thanks for following up, Just a bit of feedback. I was provided with an 0800 number to register firearms. Have spent multiple attempts of 20 minutes + trying to get through. I would suggest if this is an important requirement that this call centre is better equipped to deal with call numbers, or provide a call back service. I will try to complete this online today and see how easy this is.</p>
1/08/2025	Website	<p>Hi I have been trying to register my firearm for 3 days now and cannot get through. If this system is going to work it must be accessible. most people would have given up after the first day. It can hardly be compulsory, if it is impossible to actually comply. Very frustrating, particularly as I am a big supporter of the idea and feel it should be properly resourced.</p>
4/08/2025	Service Improvement	<p>Thank you for trying to make it easier to register firearms by phoning. Sadly no one is answering calls and s 9(2)(a) OIA makes it difficult to communicate over the phone. Cell phone reception is patchy or non existent here. I suggested he register at the local police station but received an email stating he could not. My husband is a registered license holder and only has legal firearms. It seems strange he cannot register with the local police given s 9(2)(a) OIA I am wondering if he received a scam phone call advising him of his need to register as we had no prior notification that he needed to do this and he was under the impression that there is a number of years before he was required to do so. .</p>
5/08/2025	Website	<p>Useless website. Spent 10 min at gun city registering my gun on their end on purchase. When i went to register the gun on the website, the serial number didnt show up. This means I have to register the gun on the phone and because i work 8-5 everyday itâ€™s bloody difficult to find time when the phonenumber is only open 8:30-5</p>
8/08/2025	Website	<p>Hi It would be really helpful if the 0800 number had a "request a call back" feature instead of having to be on hold for a long time. Many other call centers have this.</p>
11/08/2025	Website	<p>You will need to hire more operators to work the phones. I have been on hold for too long.</p>

12/08/2025	Website	Very simple, your customer service is a disgrace, five time waiting for 20 min for somebody to reply, we pay our taxes and expect service, you hide behind the lie that operators are busy, perhaps there is only one operator and do not want to employ any more. Terrible service. I do not want a reply, just improve the service
14/08/2025	Website	Need to answer the phone if you guys require us to phone you! As is required for transfers
19/08/2025	Email	Good morning, I want to acknowledge that I have received the Improvement notice. I also want to highlight my frustrations with this process. I recognise I should have been more proactive with registration and the change of address process. However, with that said, the times in which I missed the phone calls from the firearms registry I was at work. I work as a s 9(2)(a) OIA [REDACTED] and during those calls I missed s 9(2)(a) OIA [REDACTED]. That being said, I phoned the registry back every time as soon as i could and at one point I was on hold waiting for over 2 hours and no one picked up the phone. This includes this morning when I phoned and after being on hold for an hour I hung up as no one answered. This does not make the process of contacting the appropriate people easy and ultimately delays registration. I have done all of the forms online this morning.
21/08/2025	Website	How many bloody times do I have to ask to get you to use the revised cellphone number I registered with the registry. I cant access the register because you send identification codes to the wrong number. the one ending in 106 is NOT mine. Mine ends in s 9(2)(a) OIA [REDACTED] GET IT RIGHT!!!!!!-!
27/08/2025	Website	You expect people to register using this platform? What a joke, I guess I'll have to hold on for an hour to get you on line. You need to remember, we are law a binding citizens and should be treated as such. Not providing a service that goes out of its way to frustrate. Change your phones to go after hours and all weekend, you may get a better response
28/08/2025	Website	why cant you make it all online for transfers, why cant it be similar to how it works when you buy/sell a car though the NZTA website. this having to ring up and sit on hold for 10-30min for a 3min convo is pointless. should be able to do an online transfer form and then the new owner just registers it like normal with the transfer number from the seller. be alot less time wastage for everyone involved. i would like a response back on whats the thoughts around this or if you need any more info please get intouch.
29/08/2025	Service Improvement	been trying to ring firearms safety authority to transfer possession of a firearm for 2 days, have called 7 times so far and been on hold for half an hour each time. I dont have time in my day to just sit waiting on the phone. I realise things can get busy but needs to improve to enable people to do the right thing. And the bloody music while you're on hold is absolutely awful. s 9(2)(a) OIA [REDACTED] and the tone of it is unbearable. and just awful music in general, doesn't exactly help the patience required while waiting.
29/08/2025	Website	I've been waiting for 30 minutes on hold while I await "your next available operator". Not sure what customer journey mapping you did when you set up your service. Suggest you talk with IRD about how they manage calls and look at some form of "You are # 3" in the queue type message, to manage the service perceptions of your organisation. Just some thoughts.
29/08/2025	Website	Further to my previous feedback. While I waited probably 45 minutes to get through for a firearms Transfer I was dealt with by s 9(2)(a) OIA [REDACTED] who was excellent. s 9(2)(a) OIA [REDACTED] has a very professional, natural and friendly attitude. Great having people like him to deal with. So there you go. Thanks s 9(2)(a) OIA [REDACTED]

1/09/2025	Text message	Hi [REDACTED] Have you ever tried calling the 0800 844431 number? It would have to be one of the worst answer phone systems in the country, the scratchy music firstly puts you in a deep state of tinnitus broken only every five minutes by the sorry individual saying he's sorry because all his team members are busy. No number in queue system, no accounts payable department (which will always get a instant reply to a human) I'll try again early tomorrow.
2/09/2025	Website	While on hold the music fades in and out a little, possibly my line but the music should be a steady sound that enables the listener to monitor the phone ready to respond once an agent takes the line. The interruption both apologising and suggesting i go on line comes in far too frequently and is very loud. It would be much better if there was just a steady drone of music and we listen for the space or quiet period, possibly even a ding or beep to let us know something is happening?. Given the time I have spent listening I think a few less interruptions would be welcome as well? Even better again would be a call back service?? Best of all would be to transfer online? I do remain very disappointed that I am unable to transfer a firearm online especially given everything else was done online??
3/09/2025	Website	Can I suggest you add a transfer of ownership option on the secure login page? It is totally ridiculous that you can register firearms online but then must physically call to complete a transfer. Made even worse by the fact that you must sit on hold for 20 minutes to do so... A quick form, like when you sell a car would be far more logical.
4/09/2025	Website	unable to login with realme on website rang several times only to hear horrible screechy music ? for over 30 minutes with the assurance my call would be answered promptly So all I want to do is register some fire arms
5/09/2025	Website	I have tired multiple times to contact your call centre with no answer. There is no call back option, come on guys its 2025. How can we stay legal if we cant even contact the governing body.
9/09/2025	Website	Hi, I wish to complain about the amount of time one has to wait if they call the FSA. I have been calling to transfer firearms each time. The last 3 times I have called, the time to answer has been approx 30 mins with the last one today (9/9/2025) being 59 mins. To be clear your people on the line are excellent to deal with, but there must not be enough of them to service the customers. This is pretty woeful service. I don't want a call back or email. I just want the service to improve.
11/09/2025	Website	Hello, I need to register a firearm. I waited 28 minutes for the call centre to pick up the phone before i was disconnected.
11/09/2025	Internal Email	Good morning everyone, I understand that it is a busy time for us all but I would like to raise that I have been receiving a large number of complaints in relation to the firearms registry 0800 number (0800 844 4312). Every day this week and a couple last week have all said that they have been calling the 0800 number and waiting 30-40 minutes, not getting hold of anyone. All of my enquiries are around the difficulties with registering their firearms. Not sure if there is anything we can do to help alleviate this but wished to bring it to your attention.
11/09/2025	Website	To have wait times of over 30min is absolutely ridiculous. Given the opening times of your phone service for transfers, expecting people to be able to find an hour on hold is impractical. The only reliable method for working people to contact Te Tari Pureke is to take annual leave which is a ridiculous burden given current pressures on households. You should be ashamed.
11/09/2025	Email	Day 3 of trying to contact you to transfer a firearm ownership. No answer, long wait times, no call back. This really is third world. How can you run a firearm registry if you cant even ANSWER THE PHONE???

12/09/2025	Website	<p>Hello there can I recommend that your phone service department gets a callback function. like what ird ,work and income and other government departments have . Thus improving efficiency of your service making it a more robust system</p>
16/09/2025	Website	<p>§ 9(2)(a) OIA, called to register 2 rifles I have purchased, § 9(2)(a) OIA I was put on hold for half an hr and then 5pm came I was cut off. this is just to let you know I have these rifles in my possession cheers! § 9(2)(a) OIA</p>
17/09/2025	Website	<p>Hi, I have tried to register myself so I can register firearms against my name and purchase ammunition. I have been holding online for hours at a time and am yet to speak to someone. This is very frustrating. The problem I have come up against is my license is not recognised for some reason. Can you please give me a call to assist on § 9(2)(a) OIA</p>
17/09/2025	Email	<p>Hello § 9(2)(a) OIA Thanks you for your reply. I understand that I have to contact you by phone to transfer a firearm, and due to your unprecedented caller demand, you are unable to contact me directly. As per the email below, I have spent the last 7 working days calling the Firearms Safety Authority phone line, and have spent an average of 40 mins on hold each time due to unprecedented caller demand. So I will make this clear yet again. I CANNOT GET THROUGH TO ANYONE ON THE 0800 NUMBER! Hence my emails. So we are at somewhat of an impasse, here's me trying to do what is required by law and contact you, and there's the Firearms Safety Authority who simply does not answer calls. I would like to know what the next step is please? My next step is to contact the media and the minister regarding this shocking state of affairs and ask for further information as to the staffing levels at the Firearms Safety Authority or its seemingly lack thereof. Your attention and reply to my communication would be greatly appreciated.</p>
17/09/2025	Website	<p>2nd day today for me put on hold from 4pm until 4.59pm call was answered thankfully unfortunately it was just to be told call back tomorrow as I have 2 rifles to register so no time to process??. So guess it will be 3rd time lucky for me tomorrow?? § 9(2)(a) OIA, 2 x Rifles to put on my account. § 9(2)(a) OIA</p>
18/09/2025	Website	<p>I have been receiving emails from you re a transfer, Ive tried ringing your number but dont have time to hang on to the phone for ages while you decide to answer, You can call me on § 9(2)(a) OIA</p>
18/09/2025	Website	<p>I've applied for Firearms Licence Renewal & have received emails asking for info for Firearms Registry. I have been unable to get onto that Log In to state that I have NO firearms - they belong to my husband. I am NOT computer savvy & have difficulty using your website info to achieve the result required. I have tried telephoning the 0800 number for help this morning, but it is just the recorded message saying all operators are busy.... Fortunately I have been making the call from a landline so it has not cost to call, nor has it wasted cell phone battery! I will be in Christchurch tomorrow, Friday, so will call in to the Police Station where I put in my physical renewal form, for assistance....</p>

21/09/2025	Website	I have tried calling 6 times to speak with someone and the longest I was on hold for was 48 minutes, I rang at 4.05pm and after being on hold for 48 minutes someone answered and said "it's less than 5 minutes to closing so ring back tomorrow" then hung up. I have tired calling each day this week and been on hold for between 12-48 minutes and have still not been able to speak with anyone. I'm so frustrated and still have not been helped or even been able to speak with someone - it's an absolute joke of a system. I want a call back as the pistol I'm trying to register is not on the system - even though it's been on my B for 5+ years.
22/09/2025	Service Improvement	I telephoned 0800 844 431 and waited after listening to an automated message for 30 minutes and 33 secs . I am trying to do the right thing here being provided with no other alternative than to phone 0800844431 to advise I am selling my two of my firearms . You say in your role definition Our role Tō mātou tūranga We are the regulator for firearms. As a new regulator, we will build trust and confidence in our ability to effectively regulate. Te Tari Pūreke has three core functions: to effectively implement the firearms licensing system to manage the Firearms Registry to educate people to enable compliance and promote the safe use of legitimate firearms. In our regulatory role, we will monitor ongoing performance and work collaboratively with others to enable us to respond to future changes in the firearms system. No Management goals have been achieved here. Accountability not even acknowledged through adequate telephony systems. None of this is happening when I telephone your organisation and have to wait to listen canned electronic music in the hope that my call will be answered so i can tell somebody that I am transferring my firearms within the law who is also duly licenced . This is my second attempt to do so the first occurred on 11 September ending at 2.16pm after 10min and 9 secs. I will continue to try and contact your office. your service ranks at the worse level I have ever encountered in my 71 years of life. There is nothing to be proud of here as a New Zealander . It is really sad because up until no my interaction with Police emergency services has been exemplary.
23/09/2025	Website	Going to the local poice station to validate my license to use the registry is ridiculous. I have just been through the vetting process for a license renewal which included a trip to the police station. I've signed in with realme. What is the point in visiting the police station and why is it not mentioned when trying to use the website?
29/09/2025	Website	Good afternoon. I have heard so many complaints from people about the registry, but to date I have had no problems. But, having sold a rifle last week, today I wanted to speak with someone re transferring said rifle to the new owners register. I waited this morning for 25 minutes for someone to take my call and this afternoon I waited for 34 minutes. I understand from others that this is a common occurrence. Why not introduce the system some of the banks use i.e. call back - caller leaves their number and a FSA person calls them when they can?
29/09/2025	Website	May I say I think trying to register a firearm online is a next to a hopeless task. I got to where you tell me everything but how about instead of reading the whole page and coming with no direction how about just having a short cut? I know I know a crazy simple idea
30/09/2025	Website	After Two phone calls from your office, And being told to get my register filed I have taken the day off work to get this done. Now after several attempts to phone you listening to crap and crap music I have given up. I will however provide the information when you speak to me while I am in my office.(which is seldom during the daytime). I even mad e trip to the local Police station who didn't want to assist in any way other than saying it had to be via you lot. Disgusting service.
6/10/2025	Website	Greetings. I honestly hate that I have to be a "Karen" about this; however, after waiting for 25 minutes on the line, one of your employees, s.9(2)(a) OIA hung up on me. She said there's nothing she could do about the issue that her colleagues have dealt with in the past, perhaps because of her laziness to actually do her job, because again, her colleagues in the past were able to help me with the exact same request. So I would like to lodge

		a formal complaint. Saying "goodbye and have a nice day", and hanging up on people who wait for half an hour to get to talk to an agent is ridiculously inappropriate. I would've like a response email regarding that issue, to ensure that it is addressed.
6/10/2025	Email	To the woman with NO real customer service abilities. I dont know her name , but she was quite rude and blunt with me with regards to my overdue act of letting you know about any weapons I had given my last "purchases" s 9(2)(a) OIA . You sent multiple emails telling me to call. I get 1/2 hour for lunch and little else more so needless to say I never got though. Getting an email saying I would be "escalated" really was the last straw given how hard it actually is to get in touch with this "new" authority. I had time. I did what was actually asked of me given It had actually never been actually asked. Please ring is all I got. But never getting though is not actually MY problem, That lies with you. I managed with help to get it done Last Friday. But actually had to get the "firearm" s 9(2)(a) OIA I bought that triggered this all. Thaty required help from a very helpful friend. The firearms registry has actually been very UNhelpful and I question their motives with regard to this "registry "process. I look forward to the response, but actually feel there will be none.
7/10/2025	Website	I am writing to draw attention to the ridiculous wait time on the telephone system. The industry standard is 2 minutes max. and most about the call after 10minutes. I have just waited an hour, having tried twice before for 30minutes each time. AS this has to be during work time, how many employers are comfortable with employees holding for hours on end instead of doing their work? It appears to me that this system (which I am a strong supporter of) is being set up to fail. I suggest it is either done properly, or the money is spent somewhere else.
7/10/2025	Email	s 9(2)(a) OIA A requirement on the import permit was for the item to be inspected by the police armory. To send this for inspection the part needs to be serialised and registered. I am unable to do this online as s 9(2)(a) OIA in the registry and this is a custom part. I have spend a total of several hours trying to get through on the phone to the registration office. Unfortunately I cannot spend any more time doing this.
13/10/2025	Website	I have never been so disappointed. I was on hold for 30 minutes for one call and at least 10 for two other calls. I have called 3 times to try register a firearm, I cannot do it online as it will not come up with the form that I need. Because of lack of efficiency I, for one, cannot get the form online- nor can I call to even fix that issue as it requires me to take a good amount of time for literally nobody to pick up my call. Not only this but I cannot register a firearm via phone call due to again, lack of efficiency. Oh and another thing- maybe you as a government body should think about having registry forms in the local police stations. I have tried THREE seperate ways to register a fire arm and because everyone wants everything to be done online and your lack of efficiency I will have to keep on taking large chunks of my time just to listen to your hold music- which isnt even good music might I add.
13/10/2025	Email	I have been trying, unsuccessfully, for three days last week and most of this morning to register my firearms. I just want it on record that I am trying !! I have tried and tried to call the 0800 844 431 – but just keep getting told to hold, this is very awkward while I am at work. I have tried and tried online but it keeps telling me that it can't match and to ring the 0800 number !!! I have attached a lit of my firearms , I totally appreciate that this is not the correct procedure for registering firearms, But I am notifying the Police 😊. I will keep trying as instructed.
14/10/2025	Website	I am trying to comply with requirements to register my firearms with the Authority. I received an email to apply for renewal of my licence which expires in January 2026. I went to the online portal and I think I have set up a profile, luckily I already had a RealMe ID. I tried using the online facility to register my firearms, less than helpful. So then I tried phoning the 0800 number selecting the Firearms Registry option [01], I aged considerable whilst waiting for a real person to answer my call. I have four firearms to register. My cellphone is s 9(2)(a) OIA , If it is going to be as hard to re-apply for my Firearms licence, well I wonder. I am certain that the Authority will not be slow in taking my relicensing fee when I get around to applying for renewal. I would really appreciate some help with complying with requirements. Phone me please.

14/10/2025	Website	The on line registry is horrendously out of date. Trying to register a rifle is hours of my life I will never get back. Why cant I find my common factory rifle in the drop down list? I pay good money for a service that falls well below the level of support I expect. This is a blatant breach of the Fair Trading Act.
14/10/2025	Email	Since this new system came in I've had to contact you(firearms safety authority NZ) for two separate occasions of registering firearms. The first time was painful enough but this time takes the cake. 13th Oct I bought a new rifle and doing the right thing I tried to register it. I called on the 13th and the 14th no less than 8 times spending a whopping 4 hours and 20mins on hold just trying to get through. I was forced to call because the stupid site reckons I don't have a firearms license, I do. When I finally got through and spoke to a guy he reckons that most people experience this kind of thing(I call it ineptitude). He reckons most people try ringing once, so they have a record proving they've attempted to register and simply wait until your system flags the new owner as not having registered. Then I'm told that you ring to follow up those who exceed the 30 days and that is when they register. So I suggest that if you expect us(law abiding firearms owners) to do what we are legally required to do then maybe you shouldn't create barriers to doing so. The current system is a joke.
15/10/2025	Website	I am having major trouble getting in contact with someone over the phone. I do not have access to the internet so the only way I can be contact is over the phone. I am wanting to register my firearms. My phone number is s 9(2)(a) OIA . I am best contacted around lunch 1200 - 1300. if you could please text me before you ring so i can make sure I have my phone on me.
16/10/2025	Website	Dear firearms registry, Please can you allow people to email firearm details. I have tried and tried to call in and can't get through. I don't have a working 2FA for realme due to a phone change. I suspect I am like many people want to follow the law but the system makes it very difficult for those employed.
16/10/2025	Website	Why cant i transfer a firearm to another registered person on line. I've been on hold for 45 minutes to do it on the phone for what should be a simple on line and keep being told to use the website for something that is impossible to do online.
18/10/2025	Website	Any chance an online form we can fill up a form if we sell a fire arm?
20/10/2025	Email	Your website is not very user friendly at all. Please look at a similar system to the MPI NAIT animal movement website as it is a much more integrative system where there is a visible list of items which are registered to your name and you can confirm the movement of an item or initiate the transfer of an item which will need to be confirmed. You need to do better than what you have in place now as it is frustrating and not every firearms licence holder is in cell phone coverage during your operating hours, or can sit on hold for upwards of fifteen minutes on a good day or twenty eight minutes. You need to be more accessible if you want people to respect what you are trying to achieve.
21/10/2025	Email	Your 0800 team is fantastic to deal with, but unfortunately, there are just not enough of them. Wait times are over an hour, and it raises concerns over how many people will give up on the process out of frustration. How does the community go about requesting more funding to achieve this, so we don't become de facto criminals when unable to wait that long every time?
22/10/2025	Service Improvement	I have been on hold for approximately 2 hours waiting to pass details around my firearms for the purpose of the register as required - I cannot get into the system as it doesn't recognise me and I've had to already submit my renewal in paper form -

24/10/2025	Service Improvement	<p>Inability to successfully register online for Fire Arms register - I've attempted to register online, and my license number was not recognized: s 9(2)(a) OIA</p> <p>Also, I would like to make a complaint around your online service and contact us details. First complaint below is your online system inability to recognize my license. We did not find a match in our license holder records. Please check you have entered your details correctly. You must complete this form before you can use MyFirearms – if you need help, call our Registry and Services team on 0800 844 431 between 8.30am and 5pm, Monday to Friday. Second complaint the number offered above is not in service and the time of my call was Friday 24th October 14:50: 0800 844 431 Last complaint the other number called leads to hold music for over 30min with no response +64 4 499 2870</p>
27/10/2025	Website	<p>Just registered my gun (I think ??) I found the process time consuming and clunky, couldn't put all information in and not sure if fully accurate. To be fair expected a dumb system and didn't disappoint. I feel sorry for arms officers who would I image get a lot of negative feedback back.</p>
4/11/2025	Not recorded	<p>Your website says call 0800844431 to transfer gun ownership. I've been on hold for 400 minutes, then gave up. I'm now on my second attempt, at 10 minutes and still waiting. Is it any wonder people don't bother doing this, if the phone service is so slow / non-existent?</p>
4/11/2025	Not recorded	<p>On the automated call service, why not include an estimated wait time, or have the ability to request a call back. Why would someone stay on the line when they have no idea of how long it might take to speak to someone? How critical is it to have the exact model? Surely this is a FAQ... Why not allow people to email the details of firearms that don't match the pre populated options in the registry and someone registers it on the persons behalf. Or you simple can enter the relevant details under "other" and include a firearm.</p>
6/11/2025	Website	<p>I'd like to offer a suggestion that may help improve compliance and convenience for firearm licence holders. When a person purchases a firearm through a dealer, the transaction is often completed promptly at the dealer's end. However, some individuals may unintentionally forget to complete their own side of the registration within the required timeframe — especially if they are new licence holders or are purchasing multiple firearms. To help maintain compliance and accuracy in the Registry, I'd like to suggest implementing an automated reminder notification system. For example:</p> <ul style="list-style-type: none"> • A reminder email or text could be sent 48–72 hours after a dealer has recorded a sale, advising the buyer that a registration action is still pending. • The reminder could include a direct link to the person's MyFirearms account or registration portal. • A second reminder (optional) could be issued closer to the 30-day deadline, if the registration remains incomplete. <p>Nga mihi</p>
10/11/2025	Website	<p>Your Systems Need Sorting I recently registered my firearms over the phone on 4 Nov because the RealMe system was not working for me; and, according to your operator this is a known problem! Today I tried to obtain a copy of my firearms registration and had to complete my profile (Licence No. s 9(2)(a) OIA). Having filled out my personal details I was not recognised!! I phoned the number for assistance and waited some 20 mins. Frustration reached a further limited to find out that my name needed to be inserted in CAPITAL LETTERS. There was no indication on this electronic form to say my name had to be in UPPER CASE. This was time wasting to me by an hour or so and also time wasting for your staff and other callers waiting to be attended to. Furthermore, in the details of my arms so registered were not logged with my details. Pse reply with your comment and intentions.</p>

24/11/2025	Website	<p>Have spent 2 days and two phone calls now trying to register my firearms. Have registered using realme account and have been through the process of registering 10 firearms (two of which were registered by phoine with firearms registry representative) but when logging in there is no records at all of my registered firearms. I wish to complete this before applying for licence renewal.</p> <p>I have been trying the phone number for registering firearms for 3 hrs now and but keep being put on a waiting list. Have used up all my available minutes.</p> <p>My Bank gives me the option of requesting a call back when representative become available. Is it possible for firearms registry to do the same? My# is s 9(2)(a) OIA</p> <p>Is it possible to improve the system by allowing</p>
24/11/2025	Website	<p>The online firearms registry is virtually unusable. If you try to add additional firearms you have to virtually start again for each gun and then after all that hitting the SUBMIT button simply fails to move information from Draft file. I had to phone up in the end.</p>
29/11/2025	Website	<p>There is no match for the firearms in my possession. These firearms were held and recorded by the Whangarei police station.</p> <p>And how do I find the rifles I already have? Type, Model, Caliber and serial numbers???</p>