

# Step by Step Claims Process for Depositors: Retail Deposit Guarantee Scheme

Updated 5 March 2009

All eligible depositors may make a claim for payment under the Crown Guarantee provided by the Retail Deposit Guarantee Scheme on the relevant "Notice of Claim" form. Details of who is an eligible depositor are set out on each "Notice of Claim" form. Payment will be made by the Crown when your deposit becomes due and payable under the terms of the relevant Trust Deed and when your claim has been approved by the Crown.

## Forms

"Notice of Claim" forms for use by depositors will be released shortly after the Crown Guarantee has been triggered for an entity.

These forms will be available on the [Claims Process](#) page on the Treasury website.

## Step by Step Claim Process

1. A "Notice of Claim" form must be completed and submitted before the claim payment process can be initiated.
2. As each claim form will require a Statutory Declaration, this form must be signed before either:
  - a Barrister and Solicitor;
  - a Justice of the Peace; or
  - any other person authorised to take a statutory declaration.
3. To enable us to process your claim quickly, please check that you have fully completed the details requested and attached all documents requested on the form.
4. Please send the claim form and supporting documentation to:

*Retail Deposit Guarantee Scheme  
The Treasury  
P O Box 3724  
WELLINGTON 6140*

5. Acknowledgement of your claim form being received by the Treasury will be sent within 5 working days of receipt to either the email or the postal address that you supply.
6. Claims will be processed with reference to the relevant financial institution's records of your deposit. If any queries arise during this time, the Treasury will contact you either via telephone, email or by letter using the contact details you supply on the "Notice of Claim" form.

7. Final payment will be made electronically into the bank account nominated by you on your "Notice of Claim" form. If this bank account differs from any details that are held by the financial institution, further information may be requested. Alternatively, a payment by cheque can be requested as part of your claim.
8. A final statement of each payment under the Crown Guarantee will be sent to either the email or the postal address that you supply. This will provide details of the principal and interest paid, and any resident withholding or non-resident withholding tax deducted and paid to the Inland Revenue Department on your behalf.
9. We do not currently have an estimate of the time that each claims process will take and this may vary according to the complexity of your claim. We will provide an update of the claim process for an institution, including an estimate of time as soon as practicable and after consultation with the relevant Receiver or Liquidator.