

## Restrictions on what you can email us

Our computer network is linked to the NZ Defence Force's system. Security is very important — there are strict rules in place to protect the system.

Sometimes this means that the system automatically blocks an email you send us.

## Reasons we might not have gotten your email

An email might get blocked if:

- the attached files are over 15MB in size
- the attached files are password protected, unreadable or in an unusual format
- the email includes inappropriate language, like swear words.

## We won't know if your message was blocked

In most cases, we won't know that you've tried to send an email that was automatically blocked. You may or may not get a notification from your email provider.

## What you should do

- Check the file size before you send attachments. If a single file is larger than 15MB, compress the file before sending it.
- If you need to send multiple files that add up to over 15MB, send the files as separate emails.
- If you have not received a response from us in a few weeks, please call us to check that we received your message.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)

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