

## ARTICLE 7

### Communication of Requests

1. The Parties shall make requests for assistance under this Agreement directly through their respective customs administrations, in writing, including through electronic means, and shall include any information deemed useful to comply with the request. A Party may also make requests verbally, if the circumstances so require. The requesting Party shall confirm this request promptly in writing or, if acceptable to both Parties, by electronic means.
2. If a Party requests assistance under this Agreement, it shall provide the following details:
  - (a) the name of the requesting customs administration;
  - (b) the matter at issue, the type of assistance requested, and reasons for the request;
  - (c) the names and addresses of the persons to whom the request relates, if known;  
and
  - (d) a brief description of the case under review and the applicable legal provisions.
3. If the requesting Party requests that the other Party follow a specific procedure or methodology, the other Party shall comply with this request to the extent permitted by its own domestic law and administrative policies and procedures.
4. Each Party shall communicate to the other Party the information referred to in this Agreement through the officials of their respective customs administrations who are specially designated for this purpose. Each Party shall provide the other Party with a list of the officials who are designated to communicate and receive this information.
5. A Party shall only request original material if a copy is insufficient and shall return original material at the earliest opportunity. The rights of the requested Party, or of third parties, relating to the original material are not waived.

## ARTICLE 8

### Execution of Requests

1. If the requested customs administration is the appropriate authority and does not have the information requested by a Party, it shall, to the extent consistent with its domestic law and administrative provisions, initiate inquiries to obtain that information.
2. The Parties shall ensure that if the requested customs administration is not the appropriate authority to respond to a request, it shall endeavour to:
  - (a) promptly transmit the request to the appropriate authority; or