

2. Requests for assistance shall be made in writing or electronically, and shall be accompanied by any information deemed useful to comply with the request. The requested administration may require written confirmation of electronic requests. Where the circumstances so require, requests may be made orally. Such requests shall be confirmed as soon as possible either in writing or, if acceptable to both Customs administrations, by electronic means.

3. Requests for assistance under this Agreement shall include the following details:

- (a) the name of the requesting administration;
- (b) the customs matter at issue, type of assistance requested, and reasons for the request;
- (c) a brief description of the case under review and its administrative and legal elements;
- (d) the names and addresses of the persons to whom the request relates, if known.

4. Where the requesting administration requests that a certain procedure or methodology be followed, the requested administration shall comply with such a request subject to the domestic law and administrative provisions in force in its country.

5. The information referred to in this Agreement shall be communicated to officials who are specially designated for this purpose by either Customs administration. A list of officials so designated shall be supplied to the Customs administration of the other Party.

ARTICLE 11

Means of Obtaining Information

1. If the requested administration does not have the information requested, it shall in accordance with the domestic law and administrative provisions in force in its country:

- (a) initiate enquiries to obtain that information; or