

- (f) carrying out other general administrative matters that may require their joint action.

## ARTICLE 5

### Communication of Requests

1. Requests made under this Agreement shall be made in writing or electronically. Documents that may be of assistance in executing these requests shall, when available, also be submitted. The requested Customs authority may require written confirmation of electronic requests. When required, because of the urgency of the situation, oral requests may also be accepted, but they shall be promptly confirmed in writing.
2. Requests for assistance under this Agreement shall include the following information:
  - (a) the Customs authority making the request;
  - (b) the nature of the proceedings;
  - (c) the assistance sought, the object of and the reason for the request;
  - (d) the names and addresses of the persons involved in the request, if known;
  - (e) a brief description of the matter under consideration and the legal elements involved; and
  - (f) the connection between the assistance sought and the matter to which it relates.
3. All requests shall be submitted in the English language.
4. If a request does not meet the formal requirements set out in paragraph 2, the requested Party may ask that the request be corrected or completed in a manner that will not impede the execution of the request.
5. Requests for assistance shall be communicated directly between the respective Customs authorities. Each Customs authority shall designate a contact point for this purpose.