

## CHAPTER VI

### Communication of Requests

#### ARTICLE 11

1. Requests for assistance under this Agreement shall be addressed directly to the Customs Administration of the other Contracting Party, either in writing or electronically, and shall be accompanied by any information deemed useful for compliance with the request. The requested Administration may require written confirmation of electronic requests. Where the circumstances so require, requests may be made verbally, to be confirmed as soon as possible in writing or, if acceptable to both Customs Administrations, electronically.
2. Requests made pursuant to paragraph 1 shall include the following details:
  - (a) the identity of the official making the request;
  - (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. The Customs Administration of the requested Contracting Party shall comply with a request to follow a certain method or technique in responding to a request, unless that method or technique would conflict with the laws and regulations, policies or normal practice of the requested Contracting Party.