Trust Framework Authority annual report for [Provider Name]

**V1.1 July 2025**

# Annual reporting requirements

Per Regulation 19(2) of the Digital Identity Services Trust Framework Regulations, all Trust Framework providers are required to give the Trust Framework Authority a report about the use of their accredited services during each 12 month period.

Reports are due to the Trust Framework Authority by 31 January each year.

Reports may be submitted by completing the tables below and sending the completed document to [TFA@dia.govt.nz](mailto:TFA@dia.govt.nz).

|  |  |
| --- | --- |
|  | **Provider response** |
| **Trust Framework provider** |  |
| **Date of report** |  |
| **Period to which the report relates** |  |

| **Report requirement – Service Delivery** | **Provider response** |
| --- | --- |
| 1. **Steps taken by the Trust Framework provider to ensure accredited services are delivered in accordance with the Trust Framework Rules and Regulations** |  |
| 1. **Any breaches of the Trust Framework Rules and Regulations**   [this field does not need to be completed if all breaches have previously been reported to the Trust Framework Authority] |  |
| 1. **Action taken to remedy any breaches of the Trust Framework Rules and Regulations**   [if applicable] |  |
| 1. **Steps taken to remedy any breaches of the Trust Framework Rules and Regulations**   [if applicable] |  |

**Complaints and dispute resolution related to accredited service(s) during the 12-month period**

| **Date of complaint** | **Type of complaint** | **Accredited service(s)** | **Outcome of the complaint, including remedies** |
| --- | --- | --- | --- |
|  |  |  |  |
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|  |  |  |  |

*Add additional rows if needed*

**Status or outcome during the 12-month period of any incidents reported to the Trust Framework Authority under regulation 20**

| **Incident type** | **Accredited service (if relevant)** | **Date reported to the TFA** | **Status – open or resolved** | **Actions taken** | **Outcome** |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
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|  |  |  |  |  |  |

*Add additional rows if needed*

*Regulation 20:*

A Trust Framework provider must notify the Trust Framework Authority of any incident relating to the Trust Framework provider must or to an accredited service of the Trust Framework provider must, as soon as practicable.

Incident means an actual or suspected event, including a cybersecurity event or fraud, that does or would do any of the following:

1. Adversely affect privacy or confidentiality
2. Adversely affect the integrity or availability of an accredited service
3. Cause, or risk causing, serious harm to a trust framework participant.