

From: [REDACTED]
To: [DigitalConnectivity](#)
Cc: [Minister Ryan](#)
Subject: Attention Mr.Eamon Ryan
Date: Monday 14 March 2022 06:13:55

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Dear Mr Ryan

I am writing to you as an Irish emigrant of 40 years , who has three sister's in Ireland.

I have been successfully sending gifts over the years until last year. 2021.

On 1 st February 2023 I posted a painting which I did last year 2021 to my nephew in [REDACTED] .

With the help of the local postmistress in New Zealand , I found the taric number-for my painting which only had 4 numbers . This was suppose to be a 10 number code.I had the parcel "Track and Traced " and it arrived in Dublin airport on the 11-2-2022 and Portlaoise on the 15-2-2022.

I informed my sister that the parcel was in Portlaoise and her local post office expected it to arrive with her in approximately 2 weeks after clearance.

Then I checked to see if it was deliver on the 3-3-2022 , the parcel was in auckland, it then arrived at my home on the 10-3-2022

The Taric code system is impractical and it is very surprising and inappropriate that Latin term. "ERGA OMNES " is used to indicate "All other countries".

Despite the help of NZ National post office I am still unable to find the correct Taric code for this parcel.

I am now out of pocket \$106.00 nz dollars .if I'm ever able to find the correct code I'll have to pay the postage again on this parcel .

I appreciate the EU has a lot of problems at the moment but the postage system and electronic customs are a disgrace to the common sense of the Irish people.

Thank you for taking the time to reading this email . I am a very disappointed customer.

Kind regards

[REDACTED]

Sent from my iPadIre

