

June 18, 2020

To whom it may concern,

Important Changes relating to the NZ Companion Animal Register – PLEASE READ

Companion Animals New Zealand (previously known as the NZ Companion Animal Council) has just completed an in-depth assessment of our major asset, the New Zealand Companion Animal Register (NZCAR). We want to ensure this register, New Zealand's largest voluntary microchip database for pets, is of world class standard going forward.

We have a major advantage in New Zealand in having such a large single database, unlike many other countries where competing databases can cause confusion and inefficiencies.

Through the information on the database countless lost animals have been reunited with their owners, since 2007. Not only that, a percentage of the profits from the register are returned to the industry in the form of charitable grants to support desexing, welfare research and education campaigns.

Companion Animals New Zealand is incredibly proud to own such an essential database. However, we also recognise the importance of reviewing the technical capability of the IT platform to ensure it is fit for purpose in the rapidly changing technology environment we have today. **So we are making some changes.** Not only do we want to ensure there is robustness in the platform, the aim is also to make it more efficient and easier to navigate for all users.

Especially exciting, as part of our proposed changes to the platform, is the opportunity to bring animalregister.co.nz, lostpet.co.nz and our facial recognition system all into one place. We'll also be making it far easier for pet owners to update their details and for agents to input registrations.

As part of our update to the database platform, Companion Animals New Zealand will be parting ways with our longstanding database managers. We are extremely appreciative of the work that has gone into the management of the Register thus far. All parties will be working hard to ensure you experience a seamless transition period and that lost pets are still reunited with their owners quickly.

It's important to note that the data held in the NZCAR will remain safe and secure during this time and in most cases, it is 'business as usual'.

We immensely value your input in helping to make this a unique, world class database.

What the change may mean for you

In the short-term, we do not expect any changes:

- Our websites, log-in and phone numbers are all operational.



- The current support office will continue to provide assistance.
- Monthly invoicing will continue.

Over the next 12 months, we aim to have

- Changed the system so one pet owner can have several pets registered to them.
- Scan microchip numbers directly into the online register form.
- Immediate transfer of adoption information.
- A way of registering a whole litter at a time.

And many more exciting developments.

If you have **any** concerns or questions, please do not hesitate to contact our general manager, David Lloyd (cell 021 555 285 email: manager@companionanimals.nz)

Yours sincerely,

A handwritten signature in blue ink that reads "Natalie Waran".

Professor Natalie Waran

Chairperson

Companion Animals New Zealand (Formerly known as New Zealand Companion Animal Council)

About Companion Animals New Zealand

Over recent months NZCAC has been renamed to Companion Animals New Zealand. We believe this better reflects our key goal of interacting with a wider range of companion animal carers and ensuring the best outcomes for our companion animals throughout the country.

Over the last 13 years, through the register, we have contributed over \$2million dollars to animal welfare charities. Via our sister-trust we have funded desexing campaigns, education events and research in order to improve the lives of Companion Animals in NZ.

Our focus in 2020 is to communicate to New Zealanders what is **A Good Life** for companion animals. Our new database system will be pivotal in providing tools for industry and pet owners alike to help make A Good Life for their pets. Find out more at www.companionanimals.nz