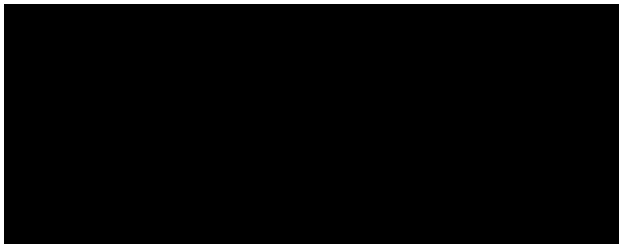


9 August 2023



Official Information Act #23.016 – Response

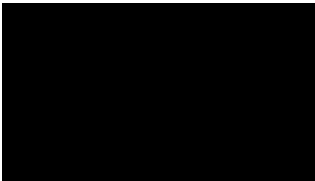
1. We refer to your request received on 21 July 2023 for information about Crazy Bulk supplement online store (Crazy Bulk) and whether the Commerce Commission (the Commission) has received any other enquiries about the Crazy Bulk site.
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).

Our response

3. We have searched our database for relevant complaints or enquiries and can advise that the Commission has not received any complaints or enquiries about Crazy Bulk, apart from your complaint ENQ0582128 received on 21 July 2023.
4. The Commission has decided not to take further action in relation to your complaint received about Crazy Bulk. There are a number of reasons the Commission may decide not to take further action in relation to a complaint. These reasons include, but are not limited to, circumstances where there is no clear breach of the law, or where the complaint is a one off or appear accidental.
5. All complaints received by the Commission are logged in our complaints database and assessed by our Screening and Analysis Team on a basis of the information available at the time. When conducting this assessment, the Screening and Analysis Team considers:
 - 5.1 the likelihood of a breach of the relevant legislation (the Fair Trading Act 1986, Credit Contracts and Consumer Finance 2003, and the Commerce Act 1986);

- 5.2 the Commission's Enforcement Response Guidelines,¹ and;
- 5.3 the Commission's strategic priorities and resourcing constraints.
6. The Commission has the power to act on complaints but is not required to take action in relation to all possible breaches of the legislation that we enforce.
 7. If a complaint is appropriate for further consideration, it is reviewed by a panel of managers and subject matter experts from within the Competition, Fair Trading and Credit Branches. The panel decides which complaints are to be prioritised for further assessment by the Branch with reference to our Enforcement Response Model.²
 8. This process enables us to identify complaints that best reflect our current enforcement priorities.³ The outcomes of the process are not final and we may revisit any complaint at a later stage, should we wish to reconsider the issues it presents.
 9. Please note the Commission will be publishing this response to your request on its website. Your personal details will be redacted from the published response.
 10. Please do not hesitate to contact us at oya@comcom.govt.nz if you have any questions about this response.

Yours sincerely



OIA and Information Coordinator

¹ Available at: <http://www.comcom.govt.nz/the-commission/commission-policies/enforcement-response-guidelines/>

² Our Enforcement Response Model is discussed in more detail from page 3 of the Commission's Enforcement Response Guidelines, available here: https://comcom.govt.nz/_data/assets/pdf_file/0030/62589/Enforcement-Response-Guidelines-October-2013.pdf.

³ For further information, see: <http://www.comcom.govt.nz/the-commission/commission-policies/enforcement-criteria/>