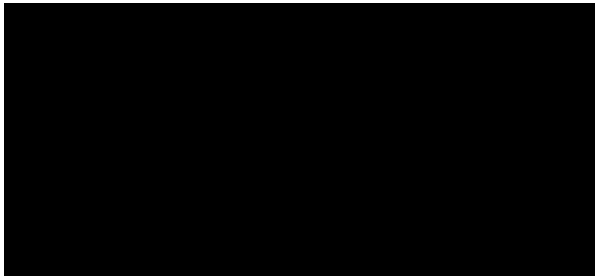


9 December 2021



Official Information Act #21.086 – Copy of Windscreen Repairer Complaints

1. We refer to your request received on 22 November 2020 for copies of the 28 complaints referred to in the Commerce Commission's (Commission) response to OIA 21.075.
2. On 29 November, you clarified that you were happy to receive summaries of these complaints.
3. We have treated this as a request for information under the Official Information Act 1982 (OIA).

Our response

4. We have decided to grant your request.
5. We have provided summaries of the complaints at **Attachment A**.
6. 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.
7. Please do not hesitate to contact us at ويا@comcom.govt.nz if you have any questions about this request.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Alexandra Murray'.

Alexandra Murray
OIA and Information Coordinator

Attachment A – Summaries of complaints

Key	
C	Complainant
T	Trader
T2	Second trader
T3	Third trader

Details	Summary
<p>Number: ENQ0515345</p> <p>Date: 4/07/2018</p> <p>Subject(s): AUTO GLASS CLAIMS LIMITED, IAG New Zealand Limited</p>	<p>C states T has engaged third party to process C's invoices for insurance claims, T2. C also states that T2 is the director of a direct competitor, T3.</p>
<p>Number: ENQ0515630</p> <p>Date: 10/07/2018</p> <p>Subject(s): IAG New Zealand Limited, AUTO GLASS CLAIMS LIMITED</p>	<p>C states that they received a letter from T regarding changes to invoice management. The letter stated that invoice management was now going to be handled by a third-party company, T2.</p> <p>C also states that two directors of T2 are also directors of a direct competitor T3.</p> <p>C is concerned that T3 will engage in anti-competitive behaviour.</p>
<p>Number: ENQ0515662</p> <p>Date: 10/07/2018</p> <p>Subject(s): AUTO GLASS CLAIMS LIMITED, IAG New Zealand Limited</p>	<p>C states that T is engaging in anticompetitive behaviour by using T2, (who has the same directors as T3) to process insurance invoices.</p> <p>C is concerned that this could lead to preferential treatment of suppliers.</p>
<p>Number: ENQ0515988</p> <p>Date: 19/07/2018</p> <p>Subject(s): NZI Insurance, AUTO GLASS CLAIMS LIMITED, IAG New Zealand Limited</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>

Details	Summary
<p>Number: ENQ0515990</p> <p>Date: 19/07/2018</p> <p>Subject(s): IAG New Zealand Limited, AUTO GLASS CLAIMS LIMITED, NZI Insurance</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>
<p>Number: ENQ0515991</p> <p>Date: 19/07/2018</p> <p>Subject(s): AUTO GLASS CLAIMS LIMITED, IAG New Zealand Limited, NZI Insurance</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive</p>
<p>Number: ENQ0515992</p> <p>Date: 19/07/2018</p> <p>Subject(s): NZI Insurance, AUTO GLASS CLAIMS LIMITED, IAG New Zealand Limited</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>
<p>Number: ENQ0515993</p> <p>Date: 19/07/2018</p> <p>Subject(s): IAG New Zealand Limited, NZI Insurance, AUTO GLASS CLAIMS LIMITED</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>
<p>Number: ENQ0515995</p> <p>Date: 19/07/2018</p> <p>Subject(s): IAG New Zealand Limited, NZI Insurance, AUTO GLASS CLAIMS LIMITED</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>
<p>Number: ENQ0515999</p> <p>Date: 20/07/2018</p> <p>Subject(s): NZI Insurance, IAG New Zealand Limited, AUTO GLASS CLAIMS LIMITED</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>

Details	Summary
<p>Number: ENQ0516001</p> <p>Date: 20/07/2018</p> <p>Subject(s): IAG New Zealand Limited, NZI Insurance, AUTO GLASS CLAIMS LIMITED</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>
<p>Number: ENQ0516004</p> <p>Date: 20/07/2018</p> <p>Subject(s): NZI Insurance, Lumley General Insurance (NZ) Limited, AUTO GLASS CLAIMS LIMITED</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>
<p>Number: ENQ0516035</p> <p>Date: 23/07/2018</p> <p>Subject(s): NZI Insurance, IAG New Zealand Limited, AUTO GLASS CLAIMS LIMITED</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>
<p>Number: ENQ0516044</p> <p>Date: 23/07/2018</p> <p>Subject(s): IAG New Zealand Limited, AUTO GLASS CLAIMS LIMITED</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>
<p>Number: ENQ0516061</p> <p>Date: 23/07/2018</p> <p>Subject(s): AUTO GLASS CLAIMS LIMITED, NZI Insurance, IAG New Zealand Limited</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>
<p>Number: ENQ0516105</p> <p>Date: 24/07/2018</p> <p>Subject(s): IAG New Zealand Limited, NZI Insurance, AUTO GLASS CLAIMS LIMITED</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>

Details	Summary
<p>Number: ENQ0516132</p> <p>Date: 25/07/2018</p> <p>Subject(s): NZI Insurance, IAG New Zealand Limited, AUTO GLASS CLAIMS LIMITED</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>
<p>Number: ENQ0516168</p> <p>Date: 25/07/2018</p> <p>Subject(s): IAG New Zealand Limited, AUTO GLASS CLAIMS LIMITED, NZI Insurance</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>
<p>Number: ENQ0516202</p> <p>Date: 26/07/2018</p> <p>Subject(s): AUTO GLASS CLAIMS LIMITED, IAG New Zealand Limited</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p> <p>C also alleges that T has compliance issues in the past.</p>
<p>Number: ENQ0516209</p> <p>Date: 28/07/2018</p> <p>Subject(s): IAG New Zealand Limited, AUTO GLASS CLAIMS LIMITED, NZI Insurance</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>
<p>Number: ENQ0516210</p> <p>Date: 27/07/2018</p> <p>Subject(s): AUTO GLASS CLAIMS LIMITED, IAG New Zealand Limited, NZI Insurance</p>	<p>C states that T has asked them to send all invoices to T2.</p> <p>C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.</p>
<p>Number: ENQ0516230</p> <p>Date: 30/07/2018</p>	<p>C states that T has asked them to send all invoices to T2.</p>

Details	Summary
Subject(s): AUTO GLASS CLAIMS LIMITED, NZI Insurance, IAG New Zealand Limited	C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.
Number: ENQ0516325 Date: 3/07/2018 Subject(s): NZI Insurance, AUTO GLASS CLAIMS LIMITED, IAG New Zealand Limited, Lumley General Insurance (NZ) Limited	C states that T has asked them to send all invoices to T2. C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.
Number: ENQ0516353 Date: 1/08/2018 Subject(s): NZI Insurance, AUTO GLASS CLAIMS LIMITED, IAG New Zealand Limited	C states that T has asked them to send all invoices to T2. C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.
Number: ENQ0516576 Date: 8/08/2018 Subject(s): NZI Insurance, IAG New Zealand Limited	C states that T has asked them to send all invoices to T2. C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.
Number: ENQ0516603 Date: 8/08/2018 Subject(s): IAG New Zealand Limited, NZI Insurance	C states that T has asked them to send all invoices to T2. C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.
Number: ENQ0518250 Date: 24/09/2018 Subject(s): NOVUS AUTO GLASS , WINDSCREEN DISTRIBUTORS 2011 LIMITED	C states that T, T2 and T3 have created a deal to monopolise the market and behave anticompetitively.
Number; ENQ0518346 Date 25/09/2018	C states that T has asked them to send all invoices to T2.

Details	Summary
Subject(s): NZI Insurance, IAG New Zealand Limited	C also states that T2 has the same directors as T3 who are in direct competition with them, which is a conflict of interest and anti-competitive.

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