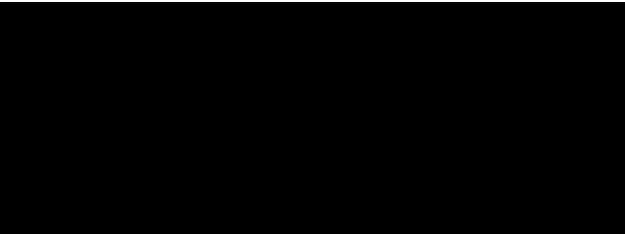


26 July 2023



Official Information Act #22.221 - Response

1. We refer to your request received on 29 June 2023 for information about Uber. You would like to know if the Commerce Commission (Commission) is able to provide any feedback on the general complaints it has received about Uber or Uber One, and if the issues you have raised are widespread.
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).

Our response

3. The Commission has received 12 complaints or enquiries about Uber One, also known as Uber Pass, in the period 21 September 2021 to 29 June 2023. This number includes your enquiry.
4. Of the 12 complaints or enquiries:
 - 4.1 seven are about Uber One or Uber Pass subscribing customers without their initial knowledge or authorisation; and
 - 4.2 five are about different aspects of Uber One.

Other complaints or enquiries about Uber

5. The Commission has received 62 other complaints or enquiries about Uber (either Uber, Uber Eats, or a combination of both) over the last year.¹

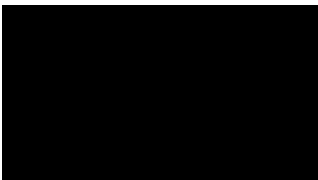
¹ 1 June 2022 to 15 June 2023. The Commission holds data about Uber from before 1 June 2022, but this date-range was chosen to give you a snapshot of the information we hold.

6. **Appendix A** below sets out the complaints received, the date they were received, the issue and the outcome.
7. Please note:
 - 7.1 The Commission's current database was implemented in 2017. At the time of implementation, complaints records from 1 January 2012 onwards were transferred to our current database.
 - 7.2 Limited complaint records from before 2012 were transferred to the current database. These do not reflect a complete picture of the complaints received by the Commission before 2012.
 - 7.3 Other than complaint records transferred to the current database, we are not able to access complaint records from our previous database(s).

Further information

8. 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.
9. Please do not hesitate to contact us at ويا@comcom.govt.nz if you have any questions about this response.

Yours sincerely



OIA and Information Coordinator

Appendix A				
Enquiry number	Date	Trader	Issue	Outcome
ENQ0565792	8/06/2022	Uber New Zealand Technologies Limited	Pricing	No further action (NFA)
ENQ0565842	9/06/2022	Uber New Zealand Technologies Limited	Customer service	Information passed to trader (IPTT)
ENQ0565891	10/06/2022	Uber New Zealand Technologies Limited	Misleading promotion	NFA
ENQ0566174	17/06/2022	Uber New Zealand Technologies Limited	Unfair charging	NFA
ENQ0566214	19/06/2022	Uber New Zealand Technologies Limited	Undisclosed charges	IPTT
ENQ0566298	21/06/2022	Uber New Zealand Technologies Limited	Cancellations	IPTT
ENQ0566997	12/07/2022	Uber New Zealand Technologies Limited	Cancellations	IPTT
ENQ0567002	13/07/2022	Uber New Zealand Technologies Limited	Refunds	NFA
ENQ0567126	15/07/2022	Uber New Zealand Technologies Limited	Pricing	NFA
ENQ0567127	15/07/2022	Uber New Zealand Technologies Limited	Communication issues	NFA
ENQ0567128	15/07/2022	Uber New Zealand Technologies Limited	Pricing	NFA
ENQ0567149	17/07/2022	Uber New Zealand Technologies Limited	Refunds	NFA
ENQ0567282	20/07/2022	Uber New Zealand Technologies Limited	Pricing	NFA

ENQ0567682	1/08/2022	Uber New Zealand Technologies Limited	High price complaints	IPTT
ENQ0567915	5/08/2022	Uber New Zealand Technologies Limited	Characteristics	NFA
ENQ0568000	08/08/2022	Uber New Zealand Technologies Limited	Communication issues	NFA
ENQ0568758	29/08/2022	Uber New Zealand Technologies Limited	Undisclosed charges	IPTT
ENQ0569037	05/09/2022	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0569072	06/09/2022	Uber New Zealand Technologies Limited	Communication issues	NFA
ENQ0569322	13/09/2022	Uber New Zealand Technologies Limited	Communication issues	NFA
ENQ0569669	22/09/2022	Uber New Zealand Technologies Limited	Communication issues	IPTT
ENQ0569909	01/10/2022	Uber New Zealand Technologies Limited	Customer service and communication issues	IPTT
ENQ0570002	05/10/2022	Uber New Zealand Technologies Limited	Non-delivery	NFA
ENQ0570098	05/10/2022	Uber New Zealand Technologies Limited	Delivery issue	IPTT
ENQ0570221	11/10/2022	Uber New Zealand Technologies Limited	Delivery timeframes	IPTT
ENQ0571000	3/11/2022	Uber New Zealand Technologies Limited	High price complaints	NFA
ENQ0571071	4/11/2022	Uber New Zealand Technologies Limited	Complainant works for Uber Eats	NFA
ENQ0571113	6/11/2022	Uber New Zealand Technologies Limited	Non-delivery	NFA

ENQ0571276	9/11/2022	Uber New Zealand Technologies Limited	Promotions	NFA
ENQ0571346	10/11/2022	Uber New Zealand Technologies Limited	Undisclosed charges	NFA
ENQ0571404	12/11/2022	Uber New Zealand Technologies Limited	Pricing	NFA
ENQ0571664	17/11/2022	Uber New Zealand Technologies Limited	High price complaints	NFA
ENQ0571755	19/11/2022	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0572143	25/11/2022	Uber New Zealand Technologies Limited	Unfair charging	NFA
ENQ0572211	27/11/2022	Uber New Zealand Technologies Limited	Communication issues	NFA
ENQ0572282	29/11/2022	Uber New Zealand Technologies Limited	Subscription traps	NFA
ENQ0572465	30/11/2022	Uber New Zealand Technologies Limited	Pricing	NFA
ENQ0572476	2/12/2022	Uber New Zealand Technologies Limited	Promotion complaint	NFA
ENQ0572681	7/12/2022	Uber New Zealand Technologies Limited	Incomplete orders	NFA
ENQ0572787	8/12/2022	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0572825	10/12/2022	Uber New Zealand Technologies Limited	Non-delivery	NFA
ENQ0573043	15/12/2022	Uber New Zealand Technologies Limited	False advertising	NFA
ENQ0573133	18/12/2022	Uber New Zealand Technologies Limited	Customer service	NFA

ENQ0573479	1/1/2023	Uber New Zealand Technologies Limited	Cancelled orders	NFA
ENQ0574240	23/01/2023	Uber New Zealand Technologies Limited	Misleading promotion	NFA
ENQ0574474	27/01/2023	Uber New Zealand Technologies Limited	Communication issues	NFA
ENQ0574713	2/2/2023	Uber New Zealand Technologies Limited	Communication issues	NFA
ENQ0574854	6/2/2023	Uber New Zealand Technologies Limited	Wrong item delivered/communication issues	NFA
ENQ0574977	8/2/2023	Uber New Zealand Technologies Limited	Misleading pricing	NFA
ENQ0575044	10/02/2023	Uber New Zealand Technologies Limited	Subscription traps	NFA
ENQ0575385	20/2/2023	Uber New Zealand Technologies Limited	Unclear pricing	NFA
ENQ0575426	21/2/2023	Uber New Zealand Technologies Limited	Communication issues/unfair pricing	NFA
ENQ0575651	24/02/2023	Uber New Zealand Technologies Limited	High price complaints	NFA
ENQ0575939	1/3/2023	Uber New Zealand Technologies Limited	Unauthorised charging	NFA
ENQ0576204	7/03/2023	Uber New Zealand Technologies Limited	High price complaints	NFA
ENQ0577404	31/03/2023	Uber New Zealand Technologies Limited	Subscription traps	NFA
ENQ0577560	3/04/2023	Uber New Zealand Technologies Limited	Contractual issues	NFA
ENQ0577688	6/04/2023	Uber New Zealand Technologies Limited	Undisclosed charges	NFA
ENQ0577746	7/4/2023	Uber New Zealand Technologies Limited	Communication issues	NFA

ENQ0578399	21/4/2023	Uber New Zealand Technologies Limited	Customer service	NFA
ENQ0578829	2/05/2023	Uber New Zealand Technologies Limited	Promotion	NFA
ENQ0579098	9/05/2023	Uber New Zealand Technologies Limited	Undisclosed charges	NFA

Outcomes	
No Further Action (NFA)	The Commission may decide not to take further action in relation to a complaint for a number of reasons. These reasons include, but are not limited to, circumstances where we consider the complaint is better suited to private action by the complainant, the complaint is subject to the jurisdiction of another agency, or where there is no clear breach of the law. However, each complaint and enquiry provides information that is valuable to the Commission. This contributes to future priorities, potential issues for us to watch closely or emerging issues to refer to our policy agency, MBIE. In this regard, we will monitor complaints on information we receive as we look to future prioritisation.
Information passed to trader (IPTT)	We may take the opportunity to contact a trader to assist them in better understanding and complying with the law. We refer to this as Information passed to trader (IPTT). We find that raising such issues directly with businesses can help them to understand and better comply with their legal obligations.