

2 November 2020



Dear 

Official Information Act #20.077 - Keto Pills

1. We refer to your request received on 9 October 2020 for information about whether the Commerce Commission (**Commission**) has received any complaints about false advertising of keto pills on Facebook. In response to our email of the same date, you clarified you are interested in 'Keto BHB' brand pills.
2. We have treated this as a request for information under the Official Information Act 1982 (**OIA**).

Our response

3. We have decided to grant your request.
4. The Commission has not received any complaints about 'Keto BHB' brand pills (in relation to false advertising, false advertising on Facebook or otherwise).¹
5. We have received two complaints in relation to the advertising of other brands of keto pills on Facebook.²
6. Our complaints database contains searchable fields for complaint reference number, contact type (complaint or general enquiry), date received, trader name, complainant name, complaint description, complaint status and complaint outcome. It does not contain a field for the issue(s) complained about.
7. Please note that our searches rely on the information provided by consumers in making a complaint to the Commission (i.e. the words or phrases used).

¹ As at 30 October 2020. We searched for complaints responding to the search terms ("keto" or "keto BHB" or "KetoBHB" or "Keto Pills Shark Tank" or "keto pills").

² As at FN 1.

8. If you wish to make a complaint, you can do so via the contact form on our website,³ by email to contact@comcom.govt.nz or by phone on 0800 943 600.
9. Please note the Commission will be publishing this response to your request in the OIA Register on our website.⁴ Your personal details will be redacted from the published response.
10. Please do not hesitate to contact us at oiia@comcom.govt.nz if you have any questions about this request.

Yours sincerely

Mary Sheppard

OIA Coordinator

³ <https://comcom.govt.nz/make-a-complaint>

⁴ <https://comcom.govt.nz/about-us/requesting-official-information/oiia-register>