

15 October 2020

[REDACTED]

By email only: [REDACTED]

Dear [REDACTED]

Official Information Act # 20.068 – HelloWorld/Go Holidays

1. We refer to your request received on 29 September 2020 for information about whether the Commerce Commission (**Commission**) has received any complaints about HelloWorld, trading as Go Holidays (**HelloWorld**), in relation to its service fees.
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 received 10 complaints about HelloWorld in relation to its fees.¹ This does not include your enquiry on 29 September 2020 (ENQ0545954).
5. We note that this includes complaints about all fee types (including services fees, cancellation fees and administration fees) because:
 - 5.1 consumers tend to use these terms interchangeably in making complaints to the Commission; and
 - 5.2 consumers do not always specify the type of fee complained about.
6. Please note the Commission will be publishing this response to your request in the Official Information Act register on our website. Your personal details will be redacted from the published response.

¹ At 30 September 2020.

7. Please do not hesitate to contact us at uia@comcom.govt.nz if you have any questions about this request.

Yours sincerely

Mary Sheppard
OIA Coordinator

Released Under Official Information Act 1982