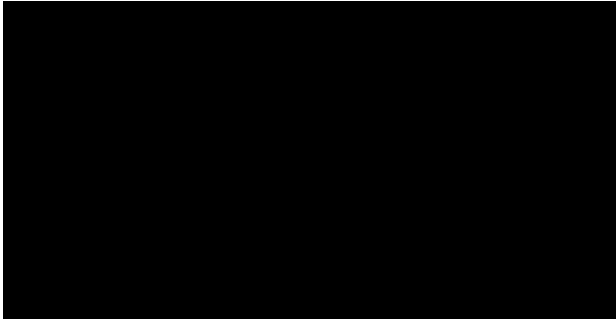


12 March 2024



Official Information Act #23.200 - Response

1. We refer to your request received on 5 February 2024 for information about warning letters published by the Commerce Commission (the Commission). Specifically, you asked for a table which shows:
 - 1.1 How many times a warning letter has been issued to a company/person over the past five years for any matter including potential FTA breach etc
 - 1.2 How many times a media release accompanied that warning letter over the past five years
 - 1.3 Where a warning letter has been issued and no media release issued, can you please provide a copy of the warning letter (again past five years only)
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).

Our response

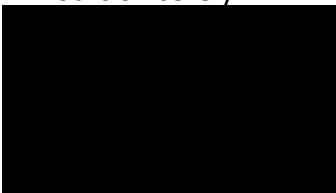
3. We have decided to grant your request.
4. In response to your request at [1.1], the Commission has issued 73 warning letters over the past five years (ie, the period 5 February 2019 to 5 February 2024 (the relevant period)).
5. In response to your request at [1.2], 26 of the 73 warning letters issued in the relevant period were accompanied by media releases.

6. With the evolving media landscape, the Commission has adopted a more flexible approach to communicating warnings and other enforcement outcomes. Except in instances where there is a special reason not to do so, the Commission publishes all warning letters on its website. In the past five years 26 of the 73 warning letters were accompanied by a media release.
7. We set out in **Appendix A**, in response to your request at [1.3], links to the 47 warning letters on our website, where no media release was published. We have also included a link to the relevant case register page for each matter.

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 oa@comcom.govt.nz if you have any questions about this response.

Yours sincerely



OIA and Information Coordinator

Appendix A – warning letters published without accompanying media release	
5 February 2019 – 31 December 2019	
1.	https://comcom.govt.nz/case-register/case-register-entries/2-boys-trading-limited-ta-lotsa-goodies https://comcom.govt.nz/data/assets/pdf_file/0030/179580/Warning-letter-to-2-Boys-Trading-Limited-ta-Lotsa-Goodies-4-October-2019.PDF
2.	https://comcom.govt.nz/case-register/case-register-entries/b-and-c-fashion-limited https://comcom.govt.nz/data/assets/pdf_file/0016/190330/Warning-letter-to-B-and-C-Fashion-Limited-19-November-2019.pdf
3.	https://comcom.govt.nz/case-register/case-register-entries/ljl-enterprises-limited https://comcom.govt.nz/data/assets/pdf_file/0016/346030/LJL-Enterprises-Limited-Warning-letter-5-December-2019.pdf
2020	
4.	https://comcom.govt.nz/case-register/case-register-entries/three-dukes-international-trading-limited-trading-as-double-bucks,-rotorua https://comcom.govt.nz/data/assets/pdf_file/0019/256420/Warning-letter-to-Three-Dukes-International-Ltd-ta-Double-Bucks-4-February-2020.pdf
5.	https://comcom.govt.nz/case-register/case-register-entries/trademe-user-elvis53 https://comcom.govt.nz/data/assets/pdf_file/0016/222820/Warning-letter-to-Trademe-user-Elvis53-7-August-2020.PDF
6.	https://comcom.govt.nz/case-register/case-register-entries/cinevan-international-limited2 https://comcom.govt.nz/data/assets/pdf_file/0020/223436/Warning-letter-to-Cinevan-International-Limited-19-August-2020.pdf
7.	https://comcom.govt.nz/case-register/case-register-entries/southern-gold-limited-ta-just-incredible-in-liquidation https://comcom.govt.nz/data/assets/pdf_file/0018/224811/Warning-letter-to-Southern-Gold-Limited-ta-Just-Incredible-8-September-2019.pdf
8.	https://comcom.govt.nz/case-register/case-register-entries/jay-international-limited-ta-123-store,-huntly https://comcom.govt.nz/data/assets/pdf_file/0014/224600/Warning-letter-to-Jay-International-ta-123-Dollar-Store-Huntly-8-September-2020.pdf
9.	https://comcom.govt.nz/case-register/case-register-entries/hmh-international-limited,-ta-gift-house

	https://comcom.govt.nz/ data/assets/pdf file/0029/228557/Warning-letter-to-HMH-International-Limited-3-November-2020.pdf
10.	https://comcom.govt.nz/case-register/case-register-entries/mighty-ape-limited https://comcom.govt.nz/ data/assets/pdf file/0017/229031/Warning-letter-to-Mighty-Ape-Limited-26-November-2020.pdf
11.	https://comcom.govt.nz/case-register/case-register-entries/galaxy-gifts-limited https://comcom.govt.nz/ data/assets/pdf file/0031/230899/Warning-letter-to-Galaxy-Gifts-Limited-18-December-2020.pdf
2021	
12.	https://comcom.govt.nz/case-register/case-register-entries/gopala-limited-trading-as-babababy-nz https://comcom.govt.nz/ data/assets/pdf file/0025/234295/Warning-letter-to-Gopala-Limited-ta-BabaBaby-NZ-28-January-2021.pdf
13.	https://comcom.govt.nz/case-register/case-register-entries/Ink-Power-Limited https://comcom.govt.nz/ data/assets/pdf file/0026/255950/Warning-letter-to-Ink-Power-Ltd-5-March-2021.pdf
14.	https://comcom.govt.nz/case-register/case-register-entries/acy-company-ltd,-ta-hot-dollar https://comcom.govt.nz/ data/assets/pdf file/0027/256518/Warning-letter-to-ACY-Company-Limited-ta-Hot-Dollar-3-June-2021.pdf
15.	https://comcom.govt.nz/case-register/case-register-entries/new-world-market-limited https://comcom.govt.nz/ data/assets/pdf file/0032/257189/Warning-letter-to-New-World-Market-Limited-14-June-2021.pdf
16.	https://comcom.govt.nz/case-register/case-register-entries/goodview-wholesale-limited https://comcom.govt.nz/ data/assets/pdf file/0027/345582/WARNING-to-Goodview-Wholesale-Limited-18-June-2021.pdf
17.	https://comcom.govt.nz/case-register/case-register-entries/aotearoa-nutrients-limited https://comcom.govt.nz/ data/assets/pdf file/0023/260267/Warning-letter-to-Aotearoa-Nutrients-Limited-16-July-2021.pdf

2022	
18.	https://comcom.govt.nz/case-register/case-register-entries/acorn-finance https://comcom.govt.nz/data/assets/pdf_file/0038/299873/Warning-letter-to-Acorn-Finance-2012-Limited-8-February-2022.pdf
19.	https://comcom.govt.nz/case-register/case-register-entries/autoworld-cars-limited https://comcom.govt.nz/data/assets/pdf_file/0034/299914/Warning-letter-to-Autoworld-Cars-Limited-1-June-2022.pdf
20.	https://comcom.govt.nz/case-register/case-register-entries/nz-shop-at-home-limited https://comcom.govt.nz/data/assets/pdf_file/0019/334270/Warning-Letter-NZ-Shop-at-Home-Final-16-June-2022.pdf
21.	https://comcom.govt.nz/case-register/case-register-entries/dollar-king-ltd-ta-two-dollar-things https://comcom.govt.nz/data/assets/pdf_file/0032/286637/Dollar-King-Ltd-Warning-letter-29-June-2022.pdf
22.	https://comcom.govt.nz/case-register/case-register-entries/robert-bosch-australia-pty-ltd https://comcom.govt.nz/data/assets/pdf_file/0028/286651/Bosch-Australia-Pty-Ltd-Warning-letter-30-June-2022.pdf
23.	https://comcom.govt.nz/case-register/case-register-entries/btg-2018-ltd-ta-best-trading-group https://comcom.govt.nz/data/assets/pdf_file/0032/288473/BTG-2018-Ltd-Warning-letter-14-July-2022.pdf
24.	https://comcom.govt.nz/case-register/case-register-entries/farmers-trading-company-limited2 https://comcom.govt.nz/data/assets/pdf_file/0028/288640/Farmers-Trading-Company-Limited-Warning-letter-26-July-2022.pdf
25.	https://comcom.govt.nz/case-register/case-register-entries/moola.co3.nz-limited https://comcom.govt.nz/data/assets/pdf_file/0027/292761/Warning-letter-to-Moola.co.nz-31-August-2022.pdf
26.	https://comcom.govt.nz/case-register/case-register-entries/nano-care-new-zealand-limited https://comcom.govt.nz/data/assets/pdf_file/0027/293229/Warning-letter-to-Nano-Care-New-Zealand-Limited-6-September-2022.pdf

27.	https://comcom.govt.nz/case-register/case-register-entries/chilltainers-holdings-limited https://comcom.govt.nz/data/assets/pdf_file/0019/293023/Warning-letter-to-Chilltainers-20-September-2022.pdf
28.	https://comcom.govt.nz/case-register/case-register-entries/evolution-cycles-limited https://comcom.govt.nz/data/assets/pdf_file/0034/297277/Evolution-Cycles-Limited-Warning-letter-2-November-2022.pdf
29.	https://comcom.govt.nz/case-register/case-register-entries/hippo-holdings-limited https://comcom.govt.nz/data/assets/pdf_file/0013/302710/Hippo-Holdings-Limited-Warning-letter-21-December-2022.pdf
2023	
30.	https://comcom.govt.nz/case-register/case-register-entries/vickers-marketing-limited https://comcom.govt.nz/data/assets/pdf_file/0026/306809/Warning-letter-to-Vickers-Marketing-Limited-2-February-2023.pdf
31.	https://comcom.govt.nz/case-register/case-register-entries/tiny-loans-limited https://comcom.govt.nz/data/assets/pdf_file/0027/307773/Warning-Letter-to-Tiny-Loans-Limited-20-February-2023.pdf
32.	https://comcom.govt.nz/case-register/case-register-entries/tnp-investments-pvt-limited-trading-as-fair-value-nz https://comcom.govt.nz/data/assets/pdf_file/0024/309903/Warning-Letter-issued-to-TNP-Investments-Pvt-Ltd-13-March-2023.pdf
33.	https://comcom.govt.nz/case-register/case-register-entries/gujrat-enterprise-limited,-ta-tech-xtreme https://comcom.govt.nz/data/assets/pdf_file/0016/312280/Warning-letter-to-Gujrat-Enterprise-Ltd-5-April-2023.pdf
34.	https://comcom.govt.nz/case-register/case-register-entries/feenix-communications https://comcom.govt.nz/data/assets/pdf_file/0026/317429/Warning-letter-to-Feenix-Communications-Limited-19-May-2023.pdf
35.	https://comcom.govt.nz/case-register/case-register-entries/now-nz https://comcom.govt.nz/data/assets/pdf_file/0026/317438/Warning-letter-to-Now-New-Zealand-Limited-19-May-2023.pdf
36.	https://comcom.govt.nz/case-register/case-register-entries/the-hongkong-and-shanghai-banking-corporation-limited

	https://comcom.govt.nz/ data/assets/pdf file/0034/317878/Warning-letter-to-The-Hongkong-and-Shanghai-Banking-Corporation-Limited-2-June-2023.pdf
37.	https://comcom.govt.nz/case-register/case-register-entries/gold-rock-limited https://comcom.govt.nz/ data/assets/pdf file/0023/345128/Gold-Rock-Limited-warning-letter-7-September-2023.pdf
38.	https://comcom.govt.nz/case-register/case-register-entries/waste-management-nz-limited https://comcom.govt.nz/ data/assets/pdf file/0027/331569/Warning-Letter-WMNZ-22-Sept-2023.pdf
39.	https://comcom.govt.nz/case-register/case-register-entries/canterbury-regional-council-trading-as-environment-canterbury https://comcom.govt.nz/ data/assets/pdf file/0033/329595/Redacted-warning-letter-Healthier-Homes-Canterbury-Scheme-August-2022.pdf
40.	https://comcom.govt.nz/case-register/case-register-entries/avis-rent-a-car-limited https://comcom.govt.nz/ data/assets/pdf file/0013/330250/Warning-Letter-Avis-Rent-a-Car-Limited-2-October-2023.pdf
41.	https://comcom.govt.nz/case-register/case-register-entries/worldnet-services-limited-trading-as-worldnet https://comcom.govt.nz/ data/assets/pdf file/0029/337484/Worldnet-Services-Limited-Warning-Letter-11-October-2023.pdf
42.	https://comcom.govt.nz/case-register/case-register-entries/netx-broadband-limited-trading-as-netwest https://comcom.govt.nz/ data/assets/pdf file/0028/337474/NetX-Broadband-Limited-Warning-Letter-11-October-2023.pdf
43.	https://comcom.govt.nz/case-register/case-register-entries/zak-finance-limited https://comcom.govt.nz/ data/assets/pdf file/0029/332768/Zak-Finance-warning.pdf
44.	https://comcom.govt.nz/case-register/case-register-entries/investment-bureau-limited https://comcom.govt.nz/ data/assets/pdf file/0014/336110/Warning-Letter-22112023-Investment-Bureau-Limited Redacted-22-November-2023.pdf
45.	https://comcom.govt.nz/case-register/case-register-entries/kalkine-nz-limited https://comcom.govt.nz/ data/assets/pdf file/0015/337110/Kalkine-NZ-Limited-Warning-letter-1-December-2023.pdf

46.	https://comcom.govt.nz/case-register/case-register-entries/intercoll-holdings-limited-ihl-trading-as-debtmanagers https://comcom.govt.nz/data/assets/pdf_file/0023/337073/IHL-Warning-Letter-4-December-2023.pdf
47.	https://comcom.govt.nz/case-register/case-register-entries/skyeast-limited https://comcom.govt.nz/data/assets/pdf_file/0037/338698/SkyEast-Limited-warning-letter-18-December-2023.pdf
1 January 2024 – 5 February 2024	
No warning letters published in this time.	