
From: Charlotte [REDACTED]
Sent: 25 May 2023 16:03
To: Commerce Commission Enquiries <contact@comcom.govt.nz>
Subject: Concerns over Entain Partnership

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Good Afternoon,

I have been forwarded your contact information to express concerns I have over the recent TAB NZ Entain deal. Since talks of this partnership have been made public there has been significant changes to my TAB NZ account. As a 'winning punter' - one who doesn't deposit regularly - my account has been severely stake restricted. My maximum stake ranges from \$2.5 to \$5. TAB NZ's slogan is 'Now you're in the Game' yet I am no longer in 'any game' with ridiculous stake restrictions.

With talks of geoblocking, this would mean I have no alternative means to continue to enjoy harmless betting which I have done for the past few years. Having attempted to speak to TAB NZ to find out reasons behind the sudden stake restriction, they have fobbed me off on multiple occasions with more than 3 phone operators telling me that have no idea what is going on with my account. When somebody finally did get back to me via email they stated they did not need to give me reason and quoted 'risk management'. As stated previously, I rarely deposit into my account, in fact withdraw more than deposit overall, so hardly appear to be a 'problem gambler'. I could easily back this up with bank statements if needed.

I believe the following changes are linked to this deal and know of others who have also been stake restricted for similar reasons and know they feel the same. I believe Entain are known for these practices.

I appreciate there is a lot more to this deal but wanted to share personally how it has already placed massive limitations on my pastime. Makes me wonder: if they are wanting to limit punters to New Zealand

only, why stake restrict? Is the intention purely to block winning punters purely to exploit problem gamblers? That's certainly very concerning and anti competitive behaviour - not to mention completely unfair!

Thanks

Charlotte