16 February 2021

████████████████

By email only ████████████████████████

Dear ████████████

Official Information Act #OIA 20.147 – Arbonne / Multi-level Marketing

1. We refer to your request received on 19 January 2021 for information about whether the Commerce Commission (**Commission**) is currently investigating Arbonne or any other other multi-level marketing (**MLM**) schemes in New Zealand.

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 is not currently investigating Arbonne or any other MLM schemes in New Zealand.

5. We note that genuine MLM schemes are not prohibited in New Zealand, unlike pyramid schemes which are prohibited under the Fair Trading Act 1986. You can find more information about pyramid schemes and the differences from MLM schemes on our website.[1]

6. If you wish to make a complaint, you can use our webform,[2] call us on 0800 943 600 or email contact@comcom.govt.nz. You can find further information about the complaints process on our website.[3]

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[1] Pyramid selling schemes: https://comcom.govt.nz/__data/assets/pdf_file/0022/100768/Pyramid-selling-schemes-and-referral-selling-Fact-sheet-September-2019.pdf

[2] https://comcom.govt.nz/make-a-complaint

[3] https://comcom.govt.nz/make-a-complaint/complaint-process

Further information

7. 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 removed from the published response.

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

Yours sincerely

Mary Sheppard
OIA Coordinator

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[4] https://comcom.govt.nz/about-us/requesting-official-information/oia-register

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