

16 April 2019



Dear 

### Official Information Act Request #18.186 – PB Tech

1. We refer to your request received on 3 April 2019 for information about the number of affected parties or claimants involved in the Commerce Commission's (Commission) action against PB Tech, referred to in a Stuff article dated 1 October 2018<sup>1</sup> and on the Commission's case register.<sup>2</sup>
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 received nine complaints about PB Tech relating to its sales of extended warranties between May and November 2017.
5. The agreed summary of facts between PB Tech and the Commission for the purpose of the District Court proceedings states that PB Tech sold approximately 4,400 extended warranties during this seven month period.
6. This number does not account for customers who may have bought more than one warranty and as such, the number of consumers affected could be lower.
7. This number is reflective of the extended warranties sold by PB Tech between May and November 2017. There were more non-compliant warranties sold by PB Tech before this time period.

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<sup>1</sup> PB Tech fined \$77,000 for extensive failings with customers' extended warranties:  
<https://www.stuff.co.nz/business/107504345/pb-tech-fined-77000-for-extensive-failings-with-customers-extended-warranties>

<sup>2</sup> <https://comcom.govt.nz/case-register/case-register-entries/pb-technologies-limited2>

8. The Commission will be publishing this response to your request on its website. Your details will be redacted from the published response.
9. If you have any questions regarding this request, please do not hesitate to contact us at [uia@comcom.govt.nz](mailto:uia@comcom.govt.nz).

Yours sincerely,

*Mary Sheppard*  
OIA Coordinator

Released under Official Information Act 1982