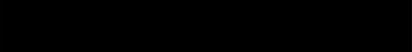


30 September 2020



Dear 

### Official Information Act #20.053 - Etihad Airways

1. We refer to your request received on 2 September 2020 for information about whether the Commerce Commission (**Commission**) intends to undertake a similar process to the Australian Competition and Consumer Commission (**ACCC**) to help consumers obtain refunds from Etihad Airways (**Etihad**).<sup>1</sup>
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).

### Our response

3. The Commission has not engaged with Etihad in relation to consumer refunds.
4. Your complaint about Etihad has been logged as ENQ0544882 and will be assessed in line with the Commission's enforcement criteria.<sup>2</sup>
5. You can contact [contact@comcom.govt.nz](mailto:contact@comcom.govt.nz) or 0800 943 600 if you have any questions about your complaint.
6. Please note the Commission will be publishing this response to your request in the OIA register on our website.<sup>3</sup> Your personal details will be removed from the published response.

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<sup>1</sup> You have provided a link to the article 'Etihad offers refunds for all cancelled flights purchased in Australia' dated 28 July 2020: <https://www.accc.gov.au/media-release/etihad-offers-refunds-for-all-cancelled-flights-purchased-in-australia>

<sup>2</sup> <https://comcom.govt.nz/about-us/our-policies-and-guidelines/investigations-and-enforcement/enforcement-criteria>

<sup>3</sup> <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>

7. Please do not hesitate to contact us at [uia@comcom.govt.nz](mailto:uia@comcom.govt.nz) if you have any questions about this request.

Yours sincerely

*Mary Sheppard*  
OIA Coordinator

Released Under Official Information Act 1982