

Blanch, Belinda

From: Howes, Neil
Sent: Wednesday, 22 June 2011 1:14 PM
To: !Adjudication Administration Team
Cc: Channing, Darrell
Subject: FW: Request for further information [SEC=IN-CONFIDENCE]
Security Classification: IN-CONFIDENCE

From: Howes, Neil
Sent: Thursday, 16 June 2011 3:41 PM
To: rkarp@eraa.com.au
Cc: 'Ramy Soussou'; 'coreilly@eraa.com.au'; Channing, Darrell
Subject: Request for further information [SEC=UNCLASSIFIED]

Rebecca,

Information provided to consumers that are door knocked but who do not enter into a contract

The EAL code of practice now requires sales agents to provide consumers with a copy of the EAL marketing material if requested by the consumer or where a consumer expresses an interest to enter into a contract. Consumers that enter into a contract will also receive the EAL marketing material.

The ACCC considers that consumers that express an interest in *obtaining more information* should, as a minimum, be provided with a copy of the retailer's contact details as to facilitate the making of a complaint in the event that they wish to make an enquiry or complaint about a sales agent.

The ACCC would appreciate any further views from EAL on this issue.

Regards,

Neil Howes

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