

Undertaking to the Australian Competition and Consumer Commission

Given under section 87B of the *Competition and Consumer Act 2010* (Cth) by
Airbnb Ireland UC (Ireland Company Registration Number 511825)

1. Person giving the Undertaking

- 1.1 This undertaking is given to the Australian Competition and Consumer Commission (**ACCC**) by Airbnb Ireland UC (Ireland Company Registration Number 511825) (**Airbnb Ireland**) for the purposes of section 87B of the *Competition and Consumer Act 2010* (Cth) (**CCA**) (the **Undertaking**).

2. Background

- 2.1 Airbnb, Inc. is a limited liability company incorporated in the United States of America (**USA**).
- 2.2 Airbnb Ireland is owned by Airbnb, Inc., and operates a peer-to-peer short-term rental accommodation service for users in Australia accessible through its desktop and mobile website (<http://www.airbnb.com.au/>), Android Airbnb app, or iOS Airbnb app (together, the **Airbnb Platform**). Airbnb Ireland held the intellectual property rights to operate the Airbnb Platform in Australia, operated the Airbnb Platform for users in Australia, published the pages that the Airbnb Platform displayed to users in Australia, typically contracted with Australian residents in respect of their use of the Airbnb Platform, and provided customer services to users in Australia.

3. ACCC allegations in Federal Court proceedings

- 3.1 The ACCC issued proceedings against Airbnb, Inc. and Airbnb Ireland (together **Airbnb**) on 7 June 2022 in the Federal Court of Australia in the matter of VID311/2020 (**Proceedings**). The ACCC alleged that, between 1 January 2018 and 30 August 2021, Airbnb contravened the Australian Consumer Law (**ACL**) by representing to some users of the Airbnb Platform who were located in Australia that the prices a consumer would be charged if they booked accommodation using the Airbnb Platform were the amounts displayed on the Airbnb Platform in Australian Dollars (**AUD**), in circumstances where those consumers would in fact be, and some consumers in fact were, charged the displayed amounts in United States Dollars (**USD**) for accommodation booked on the Airbnb Platform (**AUD Representation**).
- 3.2 The ACCC alleged that by making the AUD Representation, Airbnb had contravened sections 18(1) and 29(1)(i) of the ACL.
- 3.3 The ACCC also alleged that between 1 January 2018 and 30 August 2021, Airbnb contravened the ACL by representing to some users of the Airbnb Platform who were located in Australia and raised concerns with customer support personnel about having been charged in USD for accommodation in Australia (**Complainant Consumers**) that Airbnb had used amounts in USD for the Complainant Consumer's booking because the Complainant Consumer had selected for the Airbnb Platform to do so, when in fact some Complainant Consumers had made no such selection (**Selection Representation**).
- 3.4 The ACCC alleged that by making the Selection Representation, Airbnb contravened section 18(1) of the ACL.

4. Agreed resolution

4.1 The ACCC and Airbnb have agreed to resolve the Proceedings by way of consent orders against Airbnb Ireland, including:

- (a) declarations that Airbnb Ireland's conduct contravened sections 18(1) and 29(1)(i) of the ACL;
- (b) an order that Airbnb Ireland pay a pecuniary penalty;
- (c) an order that Airbnb Ireland pay a contribution to the ACCC's costs;
- (d) an order that Airbnb Ireland establish and enter into a compliance program.

4.2 In addition, Airbnb Ireland has agreed to offer this Undertaking to the ACCC, which gives effect to a remediation program. This is designed to address the harm its conduct caused to Australian consumers defined below.

- (a) **Relevant Period:** Between 1 January 2018 and 30 August 2021.
- (b) **Relevant Reservation:** A reservation made on the Airbnb Platform during the Relevant Period by a user in Australia for a property in Australia that was paid for in USD.
- (c) **Relevant User:** A user in Australia who made a Relevant Reservation.
- (d) **Class 1:** Relevant Users who made a complaint to Airbnb or the ACCC (excluding users who have been fully refunded) about being charged in USD for a Relevant Reservation between 1 January 2018 and one calendar day before the Commencement Date (as defined in paragraph 5.1(c)).
- (e) **Class 2:** Relevant Users with AUD recorded by Airbnb as their preferred currency in their Airbnb account on the day of the Relevant Reservation made by the Relevant User (who are not otherwise covered by Class 1), excluding:
 - (i) users who have been fully refunded; or
 - (ii) users who transacted to reserve properties in places other than the USA on the Airbnb Platform in USD after 31 August 2021.
- (f) **Class 3:** Relevant Users with USD recorded by Airbnb as their preferred currency in their Airbnb account on the day of the Relevant Reservation made by the Relevant User (who are not otherwise covered by Class 1), excluding:
 - (i) users who have been fully refunded;
 - (ii) users who had a US Internet Protocol (**IP**) address, US phone number, US postcode, US payment card country, or US card issuer;
 - (iii) users who made three or more transactions in USD to reserve properties in Australia on the Airbnb Platform during the Relevant Period, with each transaction made more than 31 days apart;
 - (iv) users whose preferred currency setting changed to USD on two or more occasions during the Relevant Period; or

- (v) users who transacted to reserve properties in places other than the USA on the Airbnb Platform in USD after 31 August 2021.
- (g) A Relevant User in Class 1 is considered to be in Class 1 in relation to all Relevant Reservations made by the user prior to their complaint to Airbnb or the ACCC.
- (h) Subject to paragraph 4.2(f), if a Relevant User in Class 2 also has Relevant Reservations in Class 3, then all such reservations that fall within Class 3 will be treated as being in Class 2.

5. Commencement of this Undertaking

5.1 This Undertaking comes into effect when:

- (a) this Undertaking is executed by Airbnb Ireland;
- (b) this Undertaking so executed is accepted by the ACCC; and
- (c) the Court makes final orders in respect of the Proceedings (the **Commencement Date**).

5.2 This Undertaking has effect for three years after the Commencement Date (**Term**).

5.3 Upon the Commencement Date, Airbnb Ireland undertakes to assume the obligations set out in paragraphs 6.1 to 6.22 for the purposes of section 87B of the CCA.

6. Undertakings

Communications with consumers

- 6.1 Airbnb Ireland will, within 30 days of the Commencement Date, at its own expense, establish a secure online portal (the **portal**), hosted by Deloitte Financial Advisory Pty Ltd (**Deloitte**), accessible via an Airbnb hosted landing page at www.airbnb.com.au/e/currencyclaims, to handle eligibility assessment and collection of payment information for payment of compensation.
- 6.2 Airbnb Ireland will, within 45 days of the Commencement Date, contact each user within Classes 1, 2 and 3 using the following communication methods:
- (a) an SMS text message in the form prescribed in **Annexure A** (to those users who have a registered mobile phone number with Airbnb);
 - (b) an email sent from the Airbnb domain (airbnb.com) in the form prescribed in **Annexure A**; and
 - (c) a notification from the Airbnb Platform in the form prescribed in **Annexure A**.
- 6.3 Airbnb Ireland will, for users who receive a form of communication outlined at paragraph 6.2 above present the user with:
- (a) For Class 1 users, the email in the form prescribed in **Annexure B**
 - (b) For Class 2 users, the email in the form prescribed in **Annexure C**
 - (c) For Class 3 users, the email in the form prescribed in **Annexure D**

- 6.4 Upon a user visiting and registering on the portal, Airbnb will present the user with:
- (a) For Class 1 users, the web form in the form prescribed in **Annexure E**
 - (b) For Class 2 users, the web form in the form prescribed in **Annexure F**
 - (c) For Class 3 users, the web form in the form prescribed in **Annexure G**
- (the **Web Form**).
- 6.5 Airbnb Ireland must send reminders to Class 1 users who have not completed the Web Form 83 days after sending the initial communication, in the following formats:
- (a) an SMS text message reminder in the form prescribed in **Annexure H** (to those users who have a registered mobile phone number with Airbnb);
 - (b) a reminder email sent from an Airbnb domain (airbnb.com) in the form prescribed in **Annexure H**; and
 - (c) a notification from the Airbnb Platform in the form prescribed in **Annexure H**.
- 6.6 Airbnb Ireland must send reminders to Class 2 and Class 3 users who have not claimed compensation 60 days after sending the initial communication, in the following formats:
- (a) an SMS text message reminder in the form set out in **Annexure I** (to those users who have a registered mobile phone number with Airbnb);
 - (b) a reminder email sent from an Airbnb domain (airbnb.com) in the form prescribed in **Annexure I**; and
 - (c) a notification from the Airbnb Platform in the form prescribed in **Annexure I**.
- 6.7 Airbnb Ireland must send reminders to Class 2 and Class 3 users who have not claimed compensation 83 days after sending the initial communication, in the following formats:
- (a) an SMS text message reminder in the form prescribed in **Annexure J** (to those users who have a registered mobile phone number with Airbnb);
 - (b) a reminder email sent from the Airbnb domain (airbnb.com) in the form prescribed in **Annexure J**; and
 - (c) a notification from the Airbnb Platform in the form prescribed in **Annexure J**.
- 6.8 Airbnb Ireland must continue to operate the portal for a period of 160 days after sending the initial communication outlined in paragraph 6.2 above.
- 6.9 Airbnb Ireland may comply with its obligations in paragraphs 6.2 to 6.7 by causing Deloitte to send the communications referred to in those paragraphs.

Eligibility for compensation

- 6.10 A user in Class 1 is eligible for compensation from the Commencement Date.
- 6.11 A user in Class 2 or Class 3 is eligible for compensation upon submitting a valid claim for compensation in accordance with the relevant Web Form.

Compensation

- 6.12 Airbnb Ireland will pay the following quantum of compensation to eligible users in each class:
- (a) the difference between the amount the user paid for their booking(s) in AUD and the dollar value of the booking shown on the screen at the time of the booking in USD, then adjusting for any refund the user has already received from Airbnb for this same transaction;
 - (i) the amount in paragraph 6.12(a) will be calculated by applying the average Reserve Bank of Australia daily exchange rate between USD and AUD on the day the relevant transaction occurred, to the cost of the booking displayed on the screen at the time of the booking (in USD), to ascertain the value of that figure in AUD; and
 - (b) if the user provides evidence via the Web Form that they were charged a foreign currency transaction fee for the Relevant Reservation by their financial institution, the amount of that fee.
- 6.13 Airbnb Ireland will pay to users in Class 1:
- (a) the compensation set out in paragraph 6.12(a) within 60 days of the user providing their payment details via the Web Form; and
 - (b) the compensation set out in paragraph 6.12(b) within 60 days of those users submitting evidence of the foreign transaction fee charged.
- 6.14 Airbnb Ireland will pay to users in Class 2 and Class 3:
- (a) the compensation set out in paragraph 6.12(a) within 60 days of those users being eligible for compensation (as described in paragraph 6.11); and
 - (b) the compensation set out in paragraph 6.12(b) within 60 days of those users being eligible for compensation (as described in paragraph 6.11).
- 6.15 Airbnb Ireland may comply with its obligations in paragraphs 6.12 to 6.14 by causing Deloitte to make the payments referred to in those paragraphs.

Appointment of Compliance Auditor

- 6.16 Within 10 days of the Commencement Date, and at its own cost, Airbnb Ireland will appoint an independent auditor with suitable qualifications or experience to conduct an audit of Airbnb Ireland's compliance with this Undertaking (**Compliance Auditor**).

- 6.17 The Compliance Auditor will qualify as independent on the basis that they:
- (a) did not design, implement or manage the portal used for eligibility assessment and collection of payment information for payment of compensation;
 - (b) is not a present or past staff member or director of Airbnb or its related bodies corporate;
 - (c) has not acted and does not act for, and does not consult and has not consulted to Airbnb; and
 - (d) has no significant shareholding or other interests in Airbnb or its related bodies corporate.
- 6.18 The terms of appointment for the Compliance Auditor will include obligations on the Compliance Auditor to:
- (a) conduct compliance audits;
 - (b) produce reports to Airbnb Ireland's Board in accordance with paragraph 6.20; and
 - (c) provide the following reports directly to the ACCC:
 - (i) scheduled written reports as described in paragraph 6.20; and
 - (ii) a report of any issues that arise in relation to compliance with this Undertaking.
- 6.19 If the day for compliance with any of the obligations in paragraphs 6.1 to 6.18 falls on a day which is not a business day in the State of Victoria, then that obligation may be complied with on the next business day after the day on which compliance is required.

Reporting

- 6.20 The Compliance Auditor must conduct an audit and prepare a detailed report every three months from the date of the Commencement Date (**Audit Report**) until Airbnb Ireland has fulfilled its obligations pursuant to this Undertaking that includes:
- (a) the Compliance Auditor's procedures in conducting the audit, or any change to audit procedures and processes since the previous Audit Report;
 - (b) a full audit of Airbnb Ireland's compliance with this Undertaking;
 - (c) an update on the uptake of consumer remediation for Relevant Users in each class;
 - (d) an update on the total amount of money paid in redress;
 - (e) the number of Relevant Users in each class who accessed the portal;
 - (f) identification of any areas of uncertainty or ambiguity in the Compliance Auditor's interpretation of any obligations contained in this Undertaking;
 - (g) all of the reasons for the conclusions reached in the Audit Report; and

(h) any qualifications made by the Compliance Auditor in forming their views.

6.21 Airbnb Ireland will provide a copy of the Audit Report to the ACCC every three months from the Commencement Date.

6.22 Information and documents required under this Undertaking will be provided via the ACCC's Undertakings Portal whenever possible.

7. ACCC enquiries and recommendations

7.1 For the purpose of monitoring compliance with this Undertaking, the ACCC may make reasonable enquiries of Airbnb Ireland with respect to its compliance with this Undertaking and Airbnb Ireland will respond to such enquiries within 14 days or as otherwise agreed with the ACCC.

7.2 If requested by the ACCC during the Term of this Undertaking, Airbnb Ireland will, at its own expense, cause to be produced and provide to the ACCC copies of such documents (excluding any legally privileged documents) in its power, possession or control evidencing Airbnb Ireland's compliance with the obligations set out in this Undertaking.

7.3 Airbnb Ireland will implement promptly and with due diligence any reasonable recommendations that the ACCC may make that the ACCC deems necessary to ensure that Airbnb Ireland fulfils the requirements of this Undertaking.

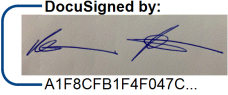
8. Acknowledgements

8.1 Airbnb Ireland acknowledges that:

- (a) the ACCC will make this Undertaking publicly available including by publishing it on the ACCC's public register of section 87B undertakings on its website;
- (b) the ACCC will, from time to time, make public reference to this Undertaking including in news media statements and in ACCC publications; and
- (c) this Undertaking in no way derogates from the rights and remedies available to any other person arising from the alleged conduct.

Executed as an Undertaking

Executed by Airbnb Ireland Unlimited Company, Ireland Company Registration Number 511825, by:

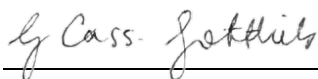
	
Signature of director	Signature of a director/company secretary (delete as appropriate, or entire column if sole director company)
Killian Francis Pattwell	
Name of director (print)	Name of director/company secretary (print)
7 December 2023	
Date	Date

Accepted by the Australian Competition and Consumer Commission pursuant to section 87B of the *Competition and Consumer Act 2010 (Cth)* on:

20 December 2023

Date

and signed on behalf of the Commission:



Chair

20 December 2023

Date

Annexures:

- **Annexure A** – initial communication to users
- **Annexure B** – Email to Class 1 users
- **Annexure C** – Email to Class 2 users
- **Annexure D** – Email to Class 3 users
- **Annexure E** – Web form for Class 1 users
- **Annexure F** – Web form for Class 2 users
- **Annexure G** – Web form for Class 3 users
- **Annexure H** – 83-day reminder (Class 1 users)
- **Annexure I** – 60-day reminder (Class 2 and Class 3 users)
- **Annexure J** – 83-day reminder (Class 2 and Class 3 users)

Annexure A - Initial communication to users

SMS text message

A message from Airbnb. As a past customer, you may be eligible to claim compensation from Airbnb following legal action by the ACCC in Australia. Please log in to your Airbnb account and check your notifications for more information. You will also receive an email from Deloitte Australia, Airbnb's appointed claims administrators with details on how to make a claim.

Email message

Hi

As a past customer, you may be eligible to claim compensation from Airbnb following legal action by the ACCC in Australia. Please log in to your Airbnb account and check your notifications for more information.

You will also receive an email from Deloitte Australia, Airbnb's appointed claims administrators with details on how to make a claim.

This is an auto-generated message. Please do not reply to this email.

Platform notification

You may be eligible to claim compensation. Visit airbnb.com.au/e/currencyclaims for more info.

[When a user clicks on the www.airbnb.com.au/e/currencyclaims link in the notification it will open the landing page and display the following message:]

You may be eligible to claim compensation from Airbnb in relation to a booking that you made between 1 January 2018 and 30 August 2021 following legal action by the ACCC in Australia.

Airbnb has established a secure **Claims Portal** that is hosted by Deloitte Financial Advisory Pty Ltd (**Deloitte**) and is available here: <http://www.airbnbclaimsportal.deloitte.com.au/>.

You will receive an email from Deloitte which contains important information about your eligibility for compensation and a unique registration number to access the Claims Portal. Please read the email.

If you have questions you can contact Deloitte's dedicated support team by sending a message via the enquiry form on the Claims Portal. You can also contact them at 1800 931 206 if you have questions or are having difficulties accessing the Claims Portal. Deloitte's

operators are online between 9:00 AM and 5:00 PM AEST, Monday to Friday (excluding Victorian Public Holidays).

Annexure B – Email to Class 1 users

You are eligible for a partial refund on your booking.

Following action in the Federal Court of Australia by the ACCC, you are eligible for a refund of **\$X** for your Airbnb booking/s on [insert date/s] which was paid for in United States Dollars (**USD**).

To receive your refund, you will need to insert your payment details in the **Claims Portal** available at www.airbnb.com.au/e/currencyclaims by **[insert date that is 90 days from the date the email is sent to the user]**. You can also access the Claims Portal through the same link in the message from Airbnb in your Airbnb account. You will automatically receive a refund within 60 days of providing your payment details.

To access the Claims Portal you will need to register with the following unique registration code:

[insert registration code]

This registration code is for you only and should not be shared with anyone else, except for corresponding with our dedicated support team.

If you were charged a foreign transaction fee by your credit card or financial institution, you can also claim reimbursement for these fees through the Claims Portal.

Your affected bookings

Our records indicate that the bookings set out below for accommodation in Australia were transacted in USD. Please check and confirm these details are correct.

[Insert table setting out details of relevant bookings including reservation codes, reservation dates and reservation locations]

If any of these details are incorrect, please contact us on 1800 931 206. Our operators are online between 9:00 AM and 5:00 PM AEST, Monday to Friday (excluding Victorian Public Holidays).

How is my refund calculated?

Your refund will be the difference between what you paid for your booking(s) in AUD and the dollar value of the booking shown on the screen at the time of the booking (in USD), adjusting for any refund you have already received from Airbnb in relation to your affected booking(s).

When will I receive my refund?

You should receive your refund within 60 days of confirming your payment details on the Claims Portal. If you do not, please contact us on 1800 931 206.

Background

Between 1 January 2018 and 30 August 2021 (the **Relevant Period**), some pages of Airbnb's website and app displayed prices in USD to some Australian consumers, but did not display the USD currency code symbol.

On 7 June 2022, the Australian Competition and Consumer Commission (**ACCC**) commenced legal proceedings against Airbnb in the Federal Court of Australia, alleging,

among other things, that by displaying prices in USD to Australian consumers, Airbnb was in breach of the Australian Consumer Law in some circumstances.

Following those proceedings, Airbnb will be paying compensation to certain consumers who paid for accommodation in Australia in USD during the Relevant Period.

Need more information?

We're here to help, so if you have any further questions you can contact our dedicated support team by sending a message via the enquiry form on the Claims Portal. You can also contact us at 1800 931 206 if you have questions or are having difficulties accessing the Claims Portal. Our operators are online between 9:00 AM and 5:00 PM AEST, Monday to Friday (excluding Victorian Public Holidays).

Annexure C – Email to Class 2 users

You may be eligible for a partial refund on your booking.

Following action in the Federal Court of Australia by the ACCC, you may be eligible for a refund of **\$X** for your Airbnb booking/s on [insert date/s] which was paid for in United States Dollars (**USD**).

[insert table setting out details of relevant bookings including reservation codes, reservation dates and reservation locations]

You may also be eligible for an additional refund if you were charged a foreign transaction fee by your credit card or financial institution.

What you need to do

To apply for a refund, log on to the **Claims Portal** available at www.airbnb.com.au/e/currencyclaims and submit a claim by **[insert date that is 90 days from the date the email is sent to the user]**. You can also access the Claims Portal through the same link in the message from Airbnb in your Airbnb account.

To access the Claims Portal you will need to register with the following unique registration code:

[insert unique registration code]

This registration code is for you only and should not be shared with anyone else, except for completing your claim form, or corresponding with our dedicated support team.

Submitting a claim is easy and should take less than 5 minutes.

How is my refund calculated?

Your refund will be the difference between what you paid for your booking(s) in AUD and the dollar value of the booking shown on the screen at the time of the booking (in USD), adjusting for any refund you have already received from Airbnb in relation to your affected booking(s).

When will I receive a refund?

If you are eligible, you should receive your refund within 60 days of submitting your claim. If you are not eligible for a refund, we will let you know. If you have not heard from us after 60 days, please contact us on 1800 931 206.

Background

Between 1 January 2018 and 30 August 2021 (the **Relevant Period**), some pages of Airbnb's website and app displayed prices in USD to some Australian consumers, but did not display the USD currency code symbol.

On 7 June 2022, the Australian Competition and Consumer Commission (**ACCC**) commenced legal proceedings against Airbnb in the Federal Court of Australia, alleging, among other things, that by displaying prices in USD to Australian consumers, Airbnb was in breach of the Australian Consumer Law in some circumstances.

Following those proceedings, Airbnb will be paying compensation to certain consumers who paid for accommodation in Australia in USD during the Relevant Period.

Need more information?

We're here to help, so if you have any further questions you can contact our dedicated support team by sending a message via the enquiry form on the Claims Portal. You can also contact us at 1800 931 206 if you have questions or are having difficulties accessing the Claims Portal. Our operators are online between 9:00 AM and 5:00 PM AEST, Monday to Friday (excluding Victorian Public Holidays).

Annexure D – Email to Class 3 users

You may be eligible for a partial refund on your booking.

Following action in the Federal Court of Australia by the ACCC, you may be eligible for a refund of **\$X** for your Airbnb booking/s on [insert date/s] which was paid for in United States Dollars (**USD**).

[Insert table setting out details of relevant bookings including reservation codes, reservation dates and reservation locations]

You may also be eligible for an additional refund if you were charged a foreign transaction fee by your credit card or financial institution.

What you need to do

To apply for a refund, log on to the **Claims Portal** available at www.airbnb.com.au/e/currencyclaims and submit a claim by **[insert date that is 90 days from the date the email is sent to the user]**.

You can also access the Claims Portal through the same link in the message from Airbnb in your Airbnb account.

To access the Claims Portal you will need to register with the following unique registration code:

[insert registration code]

This registration code is for you only and should not be shared with anyone else, except for completing your claim form, or corresponding with our dedicated support team.

Submitting a claim is easy and should take less than 5 minutes.

How is my refund calculated?

Your refund will be the difference between what you paid for your booking(s) in AUD and the dollar value of the booking shown on the screen at the time of the booking (in USD), adjusting for any refund you have already received from Airbnb in relation to your affected booking(s).

When will I receive a refund?

If you are eligible, you should receive your refund within 60 days of submitting your claim. If you are not eligible for a refund, we will let you know. If you have not heard from us after 60 days, please contact us on 1800 931 206.

Background

Between 1 January 2018 and 30 August 2021 (the **Relevant Period**), some pages of Airbnb's website and app displayed prices in USD to some Australian consumers, but did not display the USD currency code symbol.

On 7 June 2022, the Australian Competition and Consumer Commission (**ACCC**) commenced legal proceedings against Airbnb in the Federal Court of Australia, alleging, among other things, that by displaying prices in USD to Australian consumers, Airbnb was in breach of the Australian Consumer Law in some circumstances.

Following those proceedings, Airbnb will be paying compensation to certain consumers who paid for accommodation in Australia in USD during the Relevant Period.

Need more information?

We're here to help, so if you have any further questions you can contact our dedicated support team by sending a message via the enquiry form on the Claims Portal. You can also contact us at 1800 931 206 if you have questions or are having difficulties accessing the Claims Portal. Our operators are online between 9:00 AM and 5:00 PM AEST, Monday to Friday (excluding Victorian Public Holidays).

Annexure E – Web form for Class 1 users

[The web form will contain the following features, presented in a clear, prominent and easy-to-read format]

1. Confirm payment details

In order to process your refund please provide your preferred bank account details and click the update button. Note, all fields are mandatory.

Account number: [field for user to enter account number]

BSB: [field for user to enter BSB]

[Consumer clicks 'update' button to add bank details.]

2. Claim foreign transaction fees

Completing this section is not mandatory.

If you were also charged a foreign transaction fee and would like to claim reimbursement of this fee, please enter the amount of the foreign transaction fee here:

[uneditable field with the relevant reservation code displayed]

Did you incur Foreign Transaction fees which you would like to claim for?

[Drop down box from which user can select yes or no]

[If the user selects yes, a notification will appear below the drop down box stating *"Please provide evidence that the foreign transaction fee was charged. For example, please upload a photo or extract of your bank statement or credit card statement showing your full name, the Airbnb transaction, date, currency and the foreign transaction fee charged. If desired, you can redact the other transactions."*

Foreign transaction fees (AUD)

[editable text field for the user to enter the value of the fee charged]

Description of support

[editable text field for the user to enter the type of supporting document to be uploaded, e.g. credit card statement]

I confirm that I have attached my support in the "Attachments" tab

[check box for user to check]

Attachments can be uploaded in the following file types: pdf, .doc, .docx, .xla, .xls, .xlsx, .csv, .png, .jpeg, .jpg, .svg, .txt, .msg. Please note there is a 24 mb maximum file size for each attachment. Please contact us via the enquiry tab if you have any questions.

[Once web form has been submitted, the following text appears] Thank you. We have received your details. If you have not heard from us after 60 days, please contact us via the enquiry form here [insert link] or on 1800 931 206.

Annexure F – Web form for Class 2 users

[The web form will contain the following features, presented in a clear, prominent and easy-to-read format]

1. Confirm affected bookings

Our records indicate that the bookings set out below for accommodation in Australia were transacted in USD. Please check and confirm these details are correct.

[Insert table setting out details of relevant bookings with the reservation codes, reservation dates and reservation locations]

If any of these details are incorrect, please contact us via the enquiry form here [insert link] or on 1800 931 206. Our operators are online between 9:00 AM and 5:00 PM AEST, Monday to Friday (excluding Victorian Public Holidays).

2. Eligibility

[Redacted content]

3. Confirm payment details

In order to process your refund please provide your preferred bank account details and click the update button. Note, all fields are mandatory.

Account number: [field for user to enter account number]

BSB: [field for user to enter BSB]

[Consumer clicks 'update' button to add bank details]

4. Claim foreign transaction fees

Completing this section is not mandatory.

If you were also charged a foreign transaction fee, please enter the amount of the foreign transaction fee here:

[uneditable field with the relevant reservation codes displayed]

Did you incur Foreign Transaction fees which you would like to claim for?

[Drop down box from which user can select yes or no]

[If the user selects yes, a notification will appear below the drop down box stating *"Please provide evidence that the foreign transaction fee was charged. For example, please upload a photo or extract of your bank statement or credit card statement showing your full name, the Airbnb transaction, date, currency and the foreign transaction fee charged. If desired, you can redact the other transactions."*

Foreign transaction fees (AUD)

[editable text field for the user to enter the value of the fee charged for each eligible reservation]

Description of support

[editable text field for the user to enter the type of supporting document to be uploaded]

I confirm that I have attached my support in the "Attachments" tab

[check box for user to check]

Attachments can be uploaded in the following file types: pdf, .doc, .docx, .xla, .xls, .xlb, .csv, .png, .jpeg, .jpg, .svg, .txt, .msg. Please note there is a 24 mb maximum file size for each attachment. Please contact us via the enquiry tab if you have any questions.

[If a user has more than 7 eligible reservations (following the confirmation / declaration process), they may be provided with an excel spreadsheet to download that sets out the details of each of the relevant reservations and column fields for each of the above questions so that they can claim their foreign transaction fees.]

[Once web form has been submitted, the following text appears] Thank you for submitting your claim for compensation. If you have not heard from us after 60 days, please contact us via the enquiry form here [insert link] or on 1800 931 206.

Annexure G – Web form for Class 3 users

[The web form will contain the following features, presented in a clear, prominent and easy-to-read format]

1. Confirm affected bookings

Our records indicate that the bookings set out below for accommodation in Australia were transacted in USD. Please check and confirm these details are correct.

[Insert table setting out details of relevant bookings including the reservation codes, reservation dates and reservation locations]

If any of these details are incorrect, please contact us via the enquiry form here [insert link] or on 1800 931 206. Our operators are online between 9:00 AM and 5:00 PM AEST, Monday to Friday (excluding Victorian Public Holidays).

2. Eligibility

[Redacted content]

3. Confirm payment details

In order to process your refund please provide your preferred bank account details and click the update button. Note, all fields are mandatory.

Account number: [field for user to enter account number]

BSB: [field for user to enter BSB]

[Consumer clicks 'update' button to add bank details]

4. Claim foreign transaction fees

Completing this section is not mandatory.

If you were also charged a foreign transaction fee, please enter the amount of the foreign transaction fee here:

[uneditable field with the relevant reservation ID displayed]

Did you incur Foreign Transaction fees which you would like to claim for?

[Drop down box from which user can select yes or no]

[If the user selects yes, a notification will appear below the drop down box stating "*Please provide evidence that the foreign transaction fee was charged. For example, please upload a photo or extract of your bank statement or credit card statement showing your full name, the Airbnb transaction, date, currency and the foreign transaction fee charged. If desired, you can redact the other transactions.*"]

Foreign transaction fees (AUD)

[editable text field for the user to enter the value of the fee charged for each eligible reservation]

Description of support

[editable text field for the user to enter the type of supporting document to be uploaded, e.g. credit card statement]

I confirm that I have attached my support in the "Attachments" tab

[check box for user to check]

Attachments can be uploaded in the following file types: pdf, .doc, .docx, .xla, .xls, .xlb, .csv, .png, .jpeg, .jpg, .svg, .txt, .msg. Please note there is a 24 mb maximum file size for each attachment. Please contact us via the enquiry tab if you have any questions.

[If a user has more than 7 eligible reservations (following the confirmation / declaration process), they may be provided with an excel spreadsheet to download that sets out the details of each of the relevant reservations and column fields for each of the above questions so that they can claim their foreign transaction fees.]

5. Declarations

I declare as follows:

- 1 The information provided in this claim form is true and correct.
- 2 I understand if my claim is accepted and I have already received some refund or payment from Airbnb in relation to my booking, any refund I receive will be adjusted by the amount of the initial refund.

- 3 I understand that if the claim is accepted and a payment is made by way of redress then any subsequent claim I may make for loss or damage will be reduced by the amount accepted by way of this redress.

[Insert a field for the user to insert their name, a digital signature, and a field for the user to enter the date the declaration was made]

You can also download and sign a copy of the form here [insert a download button]

If you choose to download and sign a copy of the form, please upload the form or email it to [insert email address]

[insert upload button].

[Once web form has been submitted, the following text appears] Thank you for submitting your claim for compensation. If you have not heard from us after 60 days, please contact us via the enquiry form here [insert link] or on 1800 931 206.

Annexure H – 83-day reminder (Class 1 users)

SMS text message

A message from Airbnb. Reminder: You may be eligible to claim compensation from Airbnb following legal action by the ACCC in Australia. Please log in to your Airbnb account and check your notifications for more information. You only have 7 days left to confirm your payment details.

Email message

Hi

Reminder: Our records indicate that you may be eligible to claim compensation from Airbnb following legal action by the ACCC in Australia.

Please log in to your Airbnb account and check your notifications for more information. You only have 7 days left to confirm your payment details.

If you have questions you can contact Deloitte's dedicated support team by sending a message via the enquiry form on the Claims Portal. You can also contact them at 1800 931 206 if you have questions or are having difficulties accessing the Claims Portal. Deloitte's operators are online between 9:00 AM and 5:00 PM AEST, Monday to Friday (excluding Victorian Public Holidays).

This is an auto-generated message. Please do not reply to this email.

Platform notification

Reminder: You may be eligible to claim compensation. You only have 7 days to make your claim.

Annexure I – 60-day reminder (Class 2 and Class 3 users)

SMS text message

A message from Airbnb. Reminder: You may be eligible to claim compensation from Airbnb following legal action by the ACCC in Australia. Please log in to your Airbnb account and check your notifications for more information. You only have 30 days left to file a claim.

Email message

Hi

Reminder: Our records indicate that you may be eligible to claim compensation from Airbnb following legal action by the ACCC in Australia.

Please log in to your Airbnb account and check your notifications for more information. You only have 30 days left to file a claim.

If you have questions you can contact Deloitte's dedicated support team by sending a message via the enquiry form on the Claims Portal. You can also contact them at 1800 931 206 if you have questions or are having difficulties accessing the Claims Portal. Deloitte's operators are online between 9:00 AM and 5:00 PM AEST, Monday to Friday (excluding Victorian Public Holidays).

This is an auto-generated message. Please do not reply to this email.

Platform notification

Reminder: You may be eligible to claim compensation. You only have 30 days to make a claim.

Annexure J – 83-day reminder (Class 2 and Class 3 users)

SMS text message

A message from Airbnb. Final reminder: You may be eligible to claim compensation from Airbnb following legal action by the ACCC in Australia. Please log in to your Airbnb account and check your notifications for more information. You only have 7 days left to file a claim.

Email message

Hi

Final reminder

Our records indicate that you may be eligible to claim compensation from Airbnb following legal action by the ACCC in Australia.

Please log in to your Airbnb account and check your notifications for more information. You have 7 days to make a claim.

If you have questions you can contact Deloitte's dedicated support team by sending a message via the enquiry form on the Claims Portal. You can also contact them at 1800 931 206 if you have questions or are having difficulties accessing the Claims Portal. Deloitte's operators are online between 9:00 AM and 5:00 PM AEST, Monday to Friday (excluding Victorian Public Holidays).

This is an auto-generated message. Please do not reply to this email.

Platform notification

Final reminder: You may be eligible to claim compensation You have 7 days to make a claim.