

## **COMPETITION AND CONSUMER ACT 2010**

Undertaking to the Australian Competition and Consumer Commission given for the purposes of section 87B

by

**HP PPS Australia Pty Ltd (ACN 603 480 628)**

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### **Person giving the Undertaking**

1. This Undertaking is given to the Australian Competition and Consumer Commission (**ACCC**) by HP PPS Australia Pty Ltd ACN 603 480 628 (**HP PPS**) under section 87B of the *Competition and Consumer Act 2010 (CCA)*.

### **Background**

2. HP Inc (incorporated in the United States) is a global manufacturer of a number of products for customers (consumers and businesses), including laptops & tablets, desktop computers, printers and ink & toner.
3. HP PPS is a wholly owned subsidiary of HP Inc, and imports, distributes and supplies HP products. HP PPS is supplied with printers by HP Inc (or its subsidiaries) and distributes those printers in Australia to authorised resellers and retail channel partners for resupply to customers (consumers and businesses). It also sells HP products directly to customers via its online store.

### **Conduct of concern**

4. From at least March 2015 onwards, HP PPS supplied for sale in Australia ten models of OfficeJet, OfficeJet Pro and OfficeJet Pro X inkjet printers, specifically the:
  - HP OfficeJet Pro 6230;
  - HP OfficeJet 6820;
  - HP OfficeJet Pro 6830;
  - HP OfficeJet Pro 8610;
  - HP OfficeJet Pro 8620;
  - HP OfficeJet Pro 8630;
  - HP OfficeJet Pro X551dw;
  - HP OfficeJet Pro X476dw MFP;
  - HP OfficeJet Pro X576dw MFP; and
  - HP OfficeJet Pro X451dw (**Relevant Printers**).
5. From at least March 2015 onwards, ink cartridges compatible with HP printers (including the Relevant Printers) have contained a security chip. HP printers interact with this security chip to 'authenticate' the ink cartridge to enable printing. An ink cartridge will not function in the printer without this authentication.

6. HP printers are designed to operate with ink cartridges that are manufactured by HP Inc, contain an HP security chip, and are filled with HP ink (**HP cartridges**). HP printers function with:
  - 6.1 HP cartridges;
  - 6.2 cartridges containing an HP security chip that are refilled with non-HP ink by third parties; and
  - 6.3 cartridges containing an HP security chip that are remanufactured with third-party parts but which have retained the HP security chip,

(collectively these are referred to as **cartridges with HP chips**).

7. Third party manufacturers also produce ink cartridges that are designed to be compatible and used with printers manufactured by HP Inc. These cartridges do not contain or use the chips made by HP Inc (**cartridges with Non-HP chips**).
8. Some consumers who owned the Relevant Printers used cartridges with Non-HP chips, which were often available at lower prices than HP cartridges. These cartridges managed to pass the authentication procedures and function in the Relevant Printers.
9. In response to the development and manufacture of cartridges with Non-HP chips, HP Inc developed technology that periodically changes authentication challenges posed by the Relevant Printers to inserted cartridges (they are pre-programmed to change every six months), which was referred to as the "Dynamic Security Feature" (**the DSF**). The DSF was designed to prevent cartridges with Non-HP chips from being able to be used with the Relevant Printers.
10. Between March 2015 and at least August 2016, the DSF was installed in the Relevant Printers either during manufacture or, where not pre-installed, by way of a firmware update made available by HP Inc for download by customers in Australia. In most cases, where the firmware update was downloaded, this was done automatically as most customers who elected to download firmware updates would also elect to have them downloaded automatically.
11. In total, HP PPS sold in Australia approximately 220,000 Relevant Printers, a large proportion of which were enabled with the DSF (either installed during manufacture or by way of the firmware update).
12. On or around 13 September 2016, an authentication change occurred as a result of the DSF, which, as intended, caused some of the Relevant Printers enabled with the DSF to reject certain cartridges with Non-HP chips.
13. From on or around 13 September 2016, customers using certain cartridges with Non-HP chips in a Relevant Printer that was enabled with the DSF were likely to have received the following error message, "one or more cartridges appear to be damaged. Remove them and replace with new cartridges" (**the Error Message**).
14. Between 13 September and at least 28 September 2016, HP PPS received a number of complaints from consumers who had reported receiving the Error Message when using a cartridge with a Non-HP chip. HP PPS did not disclose the DSF to those customers and in many instances recommended that they should replace the cartridge with a Non-HP chip with an HP cartridge.
15. In response to the global media coverage and consumer complaints about the effect of the authentication change, on 28 September 2016, HP Inc issued a notice on its

website, informing customers of the DSF, and that an optional firmware update would be made available, which, if downloaded, would remove the DSF and allow customers to use cartridges with Non-HP chips that otherwise may have been rejected by the DSF (**Optional Update**).

16. HP Inc made available the Optional Update on the HP website commencing from 13 October 2016 (depending on the Relevant Printer model).
17. The ACCC considers that HP PPS, from at least March 2015 until at least 28 September 2016, failed to disclose to consumers in Australia that:
  - 17.1 some of the Relevant Printers had been installed with the DSF at the time of purchase by consumers;
  - 17.2 a firmware update made available for download by Australian consumers would install the DSF in those Relevant Printers that had not contained the DSF at the time of purchase by consumers;
  - 17.3 the DSF was intended to prevent the Relevant Printers from printing with existing cartridges with Non-HP chips, or when cartridges with Non-HP chips became available,

in circumstances where HP PPS knew that some consumers were using, and wanted to use, cartridges with Non-HP chips.
18. By HP PPS not disclosing the intended effect of the DSF in Relevant Printers that had the DSF pre-installed, this denied consumers the choice of deciding whether to buy an HP printer with the knowledge that it contained technology that was intended to prevent it from printing with cartridges with Non-HP chips.
19. By HP PPS not disclosing the intended effect of the DSF in Relevant Printers that did not contain the DSF at the time of purchase (in circumstances where it was installed onto Relevant Printers by a firmware update that occurred automatically for many consumers who elected to download firmware updates for the Relevant Printers), this denied those consumers the opportunity to decide whether to accept a restriction on the type of cartridges they could use in the Relevant Printers.
20. In addition, the ACCC considers that, on or after 13 September 2016, HP PPS misrepresented the cause of the failure of the Relevant Printers to print when using cartridges with Non-HP chips, in circumstances where:
  - 20.1 the Error Message was displayed on the Relevant Printers; and
  - 20.2 some affected customers contacted HP PPS and reported the Error Message.
21. By engaging in the conduct described above, the ACCC considers that HP PPS:
  - 21.1 engaged in conduct that was likely to mislead in contravention of s 18 of the Australian Consumer Law (**ACL**); and
  - 21.2 engaged in conduct that was liable to mislead the public as to the nature and characteristics of goods (being the functionality of the Relevant Printers), in contravention of s 33 of the ACL; and
  - 21.3 made misleading representations as to the uses of the Relevant Printers, in contravention of s 29(1)(g) of the ACL.

## Admissions

22. By engaging in the conduct described above, HP PPS admits that it was likely to have contravened sections 18, 29(1)(g) and 33 of the ACL and has offered this Undertaking to the ACCC.
23. HP PPS has:
- 23.1 in response to the ACCC's investigation, re-contacted consumers who made a complaint to HP PPS and who were affected by the DSF to ensure that they are aware of the availability of the Optional Update and assisted those consumers in the download of that firmware update;
  - 23.2 made some amendments to its messaging about the DSF on the HP website and on printer packaging and undertakes to make further changes; and
  - 23.3 contacted its Retail Channel Partners (as defined in paragraph 26) to provide further clarity around the existence of the DSF in DSF-enabled inkjet printers supplied for sale and undertakes to make further contact in accordance with paragraph 26.

## Term of Undertaking

24. This Undertaking comes into effect when it is executed by HP PPS and, so executed, is accepted by the ACCC and will cease to have effect after the expiration of a period of 3 years.
25. Upon the commencement of this Undertaking, HP PPS undertakes to assume the obligations set out in paragraph 26 for the purposes of section 87B of the CCA.

## Undertaking

26. For the purposes of s 87B of the CCA, HP PPS undertakes that it will do the following:
- 26.1 Within 30 days from the commencement of this Undertaking, and for a period of 100 days, for each Australian customer that:
    - 26.1.1 owns a Relevant Printer;
    - 26.1.2 used a cartridge with a Non-HP chip, on or after 13 September 2016, which was rejected by their Relevant Printer due to the DSF; and
    - 26.1.3 produces to HP PPS a completed claim form (in the form at Annexure E) and printer status report generated from their Relevant Printer, HP PPS will offer the customer compensation in the form of \$50.00.
  - 26.2 Within 30 days from the commencement of this Undertaking, and for a period of 90 days, HP PPS will publicise the compensation scheme in the relevant form set out at Annexure A on the following types of media:
    - 26.2.1 On the HP Australia website at <http://www8.hp.com/au/en/compensation-program.html>. Such webpage will:
      - be a stand-alone page;
      - open as a full screen window; and
      - be crawlable (meaning that its contents may be indexed by a search engine);

- 26.2.2 As an email communication to customers who purchased a Relevant Printer and have registered that Relevant Printer and their email address with HP PPS, provided that those customers have agreed to receipt of email communications from HP PPS for such purposes, and with the subject line "\$50 compensation offer following ACCC action".
- 26.2.3 On the HP Australia website in a 'message banner' to appear, and be immediately visible when landing on the following pages:
- the homepage, currently at:  
<http://www8.hp.com/au/en/home.html>;
  - the homepage of the 'Printers' section, currently at:  
<http://www8.hp.com/au/en/products/home-office-printers/by-use.html>; and
  - the homepage of the 'Inks & Toners' section, currently at:  
<http://www8.hp.com/au/en/cartridge/ink-toner-paper.html>; and
- 26.2.4 On the HP Australia Facebook page as:
- a public post to the Facebook news feed (which cross-refers to the HP Australia website); and
  - a static post in the 'Notes' section on the desktop version of the HP Australia Facebook page.
- 26.3 Within 60 days from the commencement of this Undertaking, HP PPS will use best endeavours to contact each consumer who made a complaint to HP PPS where:
- 26.3.1 the complaint was validly determined to be about the DSF; and
- 26.3.2 HP PPS subsequently re-contacted the consumer to advise of the Optional Update (the consumers referred to at paragraph 23.1 of the Undertaking),
- and advise the consumer of the availability of compensation under paragraph 26.1 of the Undertaking.
- 26.4 Within 90 days from the commencement of this Undertaking, and for a period of 3 years from the commencement of this Undertaking (or until the discontinuance of sale in Australia of DSF-enabled inkjet printers), HP PPS will ensure that:
- 26.4.1 messaging about the DSF in the form set out at Annexure B is:
- produced in the form of a sticker; or
  - integrated into the packaging artwork for DSF-enabled inkjet printers;
- 26.4.2 where the messaging about the DSF has not been integrated into the packaging artwork for those printers, HP PPS will place the sticker in the form set out at Annexure B on the front facing panel of exterior packaging of those printers at HP PPS distribution or warehouse facilities in Australia, located adjacent or in logical relationship to the cartridge model information;
- 26.4.3 when integrating the messaging about the DSF in the form set out at Annexure B into the packaging artwork for those printers, HP PPS

will place the message on the front facing panel of exterior packaging of those printers, adjacent or in logical relationship to the cartridge model information. When possible, the message will be in English only; and

26.4.4 messaging about the DSF in the relevant form set at Annexure C is included on the following pages of the HP Australia website:

- at the home page of the 'Printers' section at: <http://www8.hp.com/au/en/products/home-office-printers/by-use.html>; and
- within each DSF-enabled inkjet printer page in the HP Online Store section at: [http://h20386.www2.hp.com/AustraliaStore/Merch/List.aspx?sel=PRN&ctrl=f&jumpid=va\\_ihn1jac4ms](http://h20386.www2.hp.com/AustraliaStore/Merch/List.aspx?sel=PRN&ctrl=f&jumpid=va_ihn1jac4ms)

26.5 Within 90 days from the commencement of this Undertaking, HP PPS will further communicate in writing with:

26.5.1 each Retail Channel Partner in the relevant form set out at Annexure D:

- regarding the DSF so that consumers are informed about DSF-enabled inkjet printers at point of sale; and
- instructing each Retail Channel Partner to place a sticker on each display model of DSF-enabled inkjet printers in retail stores containing the messaging detailed in Annexure B; and

26.5.2 each Tier 1 Distributor in the relevant form set out at Annexure D regarding the DSF so that consumers are informed about DSF-enabled inkjet printers at point of sale.

For the purpose of this Undertaking:

- Retail Channel Partner means major retailers with whom HP PPS has a direct supply agreement that have retail stores supplying DSF-enabled inkjet printers; and
- Tier 1 Distributor means distributors with whom HP PPS has a direct supply agreement that resell DSF-enabled inkjet printers to retailers.

26.6 Within 120 days from the commencement of this Undertaking, HP PPS will complete making firmware updates available to customers (which are being made available on a rolling basis for each printer series) that disable the DSF for all inkjet printers manufactured prior to 1 December 2016. These updates are being sent automatically to consumers who have elected to accept automatic updates and are also being made available for manual download.

26.7 Within 180 days from the commencement of this Undertaking, HP PPS will provide the ACCC with:

26.7.1 in respect of the undertaking set out at paragraph 26.1:

- the number of customers who contacted HP PPS in relation to the compensation scheme;
- the number of customers to whom HP PPS provided

compensation; and

- the number of customers for which HP PPS did not provide compensation and the reason why.

26.7.2 in respect of the undertaking set out at paragraph 26.3:

- the number of consumers (referred to at paragraph 23.1) contacted by HP PPS in relation to the compensation scheme;
- the number of consumers (referred to at paragraph 23.1) to whom HP PPS provided compensation; and
- the number of consumers (referred to at paragraph 23.1) for which HP PPS did not provide compensation and the reason why.

## **Acknowledgments**

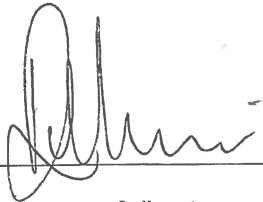

27. HP PPS acknowledges that:

- (a) the ACCC may 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 may, from time to time, make public reference to this Undertaking including in news media statements and in ACCC publications;
- (c) the ACCC may make public reference to the information contained in the report provided by HP PPS as set out paragraph 26.7 of this Undertaking, including in news media statements and in ACCC publications; and
- (d) 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 HP PPS Australia Pty Ltd ACN 603 480 628 pursuant to section 127(1) of the Corporations Act 2001 by:

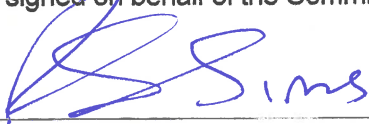
	
Signature of director	Signature of a director
ROBERT MESAROS	KEN MAHER
Name of director (print)	Name of director (print)
Date 28 March 2018	Date 28 March 2018

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

3/4/18

Date

and signed on behalf of the Commission:



Chairman

3/4/18.

Date



## **Annexure A**

### **Wording to appear in a message banner on the HP Australia website:**

*"\$50 compensation offer following ACCC action to Australian consumers who were unable to use their HP printer when trying to print using an ink cartridge with a non-HP chip. [Click here for eligibility.](#)"*

### **Wording to appear as a public post on the HP Australia Facebook page:**

*"\$50 compensation offer following ACCC action to Australian consumers who were unable to use their HP printer when trying to print using an ink cartridge with a non-HP chip. For eligibility click here: [URL]"*

### **Wording to appear on a separate page of the HP Australia Website, as an email communication to customers who have registered their Relevant Printer and on the Notes section of the HP Australia Facebook page:**

#### ***"\$50 compensation offer following ACCC action***

*As part of a court-enforceable undertaking provided to the Australian Competition and Consumer Commission, HP is offering \$50 compensation to certain consumers in Australia who were unable to use their HP printer when trying to print using an ink cartridge with a non-HP chip on or after 13 September 2016. Consumers may have experienced this problem due to technology installed by HP in those printers at manufacture, or through a firmware update. HP calls this technology 'Dynamic Security'. Dynamic Security was designed to prevent those printers from printing with ink cartridges with non-HP chips. [Click here](#) for more information about Dynamic Security.*

*Australian consumers who have been affected by this technology may be entitled to compensation. HP's compensation offer will be in place from [date within 30 days of the commencement of the Undertaking] to [100 days after the compensation offer commences].*

*Only certain HP printers contained this technology. If you have experienced this issue, please [click here for a list of affected HP printer models](#) to see if you may be eligible for compensation.*

*If you own an affected HP printer model, you must complete the following additional requirements to initiate a claim for compensation:*

- 1. Generate a Printer Status Report from the affected HP printer. [Click here for instructions](#) on how to generate a Printer Status Report.*
- 2. Complete a Claim Form. [Click here to access the Claim Form.](#)*
- 3. Send your completed Claim Form and Printer Status Report to HP by:*
  - a. Scanning (or taking a photo with your mobile phone) and emailing to [aucustomerexperience@hp.com](mailto:aucustomerexperience@hp.com) OR*
  - b. Sending by mail to:*

*Compliments and Complaints Officer  
Re Dynamic Security Compensation Scheme  
HP PPS Australia Pty Ltd  
Level 5, Building F, Rhodes Corporate Park,  
1 Homebush Bay Drive*

Rhodes NSW 2138  
Australia

*The deadline to submit your Claim Form and Printer Status Report to HP is [100 days after the compensation offer commences].*

*After reviewing your documentation, an HP customer service representative will contact you after receipt of your application to inform you whether or not you are eligible to receive compensation.*

*For more information about HP's compensation offer or for assistance in preparing the relevant documentation, please contact HP on 1800 625 236 or (02) 8934 4357, 8:30am-5:30pm AEST Monday to Friday (excluding public holidays) and reference: Dynamic Security Compensation Scheme."*

#### **Annexure B**

*"Dynamic security enabled printer. Contains technology that may prevent cartridges with non-HP chips or circuitry from working now or in the future."*

#### **Annexure C**

**Wording for the home page of the 'Printers' section on the HP Australia website:**

*"Certain HP printers are enabled with dynamic security. This technology may prevent cartridges with non-HP chips or circuitry from working now or in the future".*

**Wording for DSF-enabled inkjet printer pages in the HP Online Store on the HP Australia website:**

*"Dynamic security enabled printer. Contains technology that may prevent cartridges with non-HP chips or circuitry from working now or in the future. [Click here](#) to find out more about dynamic security."*

#### **Annexure D**

**Letter to Retail Channel Partners:**

*"In March 2017, HP contacted you requesting that product specifications for certain printers be updated to reference a feature called dynamic security.*

*Following concerns raised by the Australian Competition and Consumer Commission (ACCC) about the failure to disclose dynamic security in certain HP printers, HP has provided a court-enforceable undertaking to the ACCC, which includes an undertaking that it will amend its messaging going forward about dynamic security contained in certain printers.*

*Pursuant to that Undertaking, HP is making further communication with you to:*

- 1. Ensure that you have information about dynamic security to pass onto customers.*
- 2. Request that you place stickers on display models of dynamic security-enabled inkjet printers at each of your retail stores.*

### **What is dynamic security?**

Dynamic security is a process that authenticates cartridges in order to prevent the use of cartridges in HP printers that do not have an Original HP chip or contain modified or non-HP electronic circuitry. This feature protects customers from counterfeit supplies, protects HP's intellectual property and protects against and limits warranty fraud. Refilled or remanufactured cartridges that still use an Original HP Chip or electronic circuitry continue to be authenticated by the printer.

### **Stickers on display models**

HP is committed to ensuring that HP printer end users are informed about the existence and operation of the dynamic security feature.

For this reason, we request that you immediately commence placing stickers containing the prescribed wording prominently on each display model of dynamic security-enabled inkjet printers in retail stores. HP will provide these stickers to you.

### **What printers need a sticker on display models?**

HP requests that you place the stickers on all display models in your retail stores of the following printer models:

- HP AMP 120
- HP AMP 125
- HP DeskJet 2620
- HP DeskJet 2621
- HP DeskJet 2623
- HP Envy 5020
- HP Envy 5030
- HP Envy 5032
- HP Envy 5034
- HP Envy Photo 6220
- HP Envy Photo 6222
- HP Envy Photo 7120
- HP Envy Photo 7820
- HP Envy Photo 7822
- HP OfficeJet 5220
- HP OfficeJet Pro 6230
- HP OfficeJet 6950
- HP OfficeJet 6956
- HP OfficeJet Pro 6960
- HP OfficeJet Pro 6970
- HP OfficeJet Pro 7720
- HP OfficeJet Pro 7730
- HP OfficeJet Pro 7740
- HP OfficeJet Pro 8210
- HP OfficeJet Pro 8710
- HP OfficeJet Pro 8720
- HP OfficeJet Pro 8730

- HP OfficeJet Pro 8740
- HP OfficeJet Pro 8745

HP will advise you as this list changes so that you may ensure that stickers are placed on the correct models.

More information about dynamic security can be found at the following address:  
<https://support.hp.com/au-en/document/c05310148>"

#### **Letter to Tier 1 Distributors:**

"Dear [Tier 1 Distributor]

Following concerns raised by the Australian Competition and Consumer Commission (ACCC) about the failure to disclose dynamic security in certain HP printers, we attach a letter regarding HP's use of dynamic security. We kindly request that you forward the attached letter onto your customers that you supply HP inkjet printers to.

HP thanks you for your assistance in ensuring HP printer end users are informed about the existence and operation of the dynamic security feature."

#### **Attachment to letter to Tier 1 Distributors:**

"Following concerns raised by the Australian Competition and Consumer Commission (ACCC) about the failure to disclose dynamic security in certain HP printers, HP has provided a court-enforceable undertaking to the ACCC, which includes an undertaking that it will amend its messaging going forward about dynamic security contained in certain printers.

Pursuant to that Undertaking, HP is communicating with you to ensure that you have information about HP's use of dynamic security to pass onto customers.

#### **What is dynamic security?**

Dynamic security is a process that authenticates cartridges in order to prevent the use of cartridges in HP printers that do not have an Original HP chip or contain modified or non-HP electronic circuitry. This feature protects customers from counterfeit supplies, protects HP's intellectual property and protects against and limits warranty fraud. Refilled or remanufactured cartridges that still use an Original HP Chip or electronic circuitry continue to be authenticated by the printer.

#### **What HP printer models contain dynamic security?**

HP printer models that are enabled with dynamic security will display a sticker on the front-facing panel of the box that highlights the existence of the dynamic security feature. Currently, these printer models are:

- HP AMP 120
- HP AMP 125
- HP DeskJet 2620
- HP DeskJet 2621
- HP DeskJet 2623
- HP Envy 5020

- HP Envy 5030
- HP Envy 5032
- HP Envy 5034
- HP Envy Photo 6220
- HP Envy Photo 6222
- HP Envy Photo 7120
- HP Envy Photo 7820
- HP Envy Photo 7822
- HP OfficeJet 5220
- HP OfficeJet Pro 6230
- HP OfficeJet 6950
- HP OfficeJet 6956
- HP OfficeJet Pro 6960
- HP OfficeJet Pro 6970
- HP OfficeJet Pro 7720
- HP OfficeJet Pro 7730
- HP OfficeJet Pro 7740
- HP OfficeJet Pro 8210
- HP OfficeJet Pro 8710
- HP OfficeJet Pro 8720
- HP OfficeJet Pro 8730
- HP OfficeJet Pro 8740
- HP OfficeJet Pro 8745

More information about dynamic security can be found at the following address:  
<https://support.hp.com/au-en/document/c05310148>"

**Annexure E**

**CLAIM FORM  
COMPENSATION FOR CONSUMERS AFFECTED BY DYNAMIC SECURITY IN  
AUSTRALIA**

**To initiate a claim for compensation, you must:**

1. Own an eligible HP printer.
2. Provide a Printer Status Report to HP.
3. Complete and provide a Claim Form to HP.

**Questions (Part 1 of 4 to be completed)**

- 1. Please tick the model number of your HP printer (If the model number of your HP printer is not on this list, you do not own an eligible HP printer and you will not be eligible for compensation)**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> OfficeJet Pro 6230          | <input type="checkbox"/> OfficeJet 6820              | <input type="checkbox"/> OfficeJet Pro 6830   |
| <input type="checkbox"/> OfficeJet Pro 8610          | <input type="checkbox"/> OfficeJet Pro 8620          | <input type="checkbox"/> OfficeJet Pro 8630   |
| <input type="checkbox"/> OfficeJet Pro X451dw        | <input type="checkbox"/> OfficeJet ProX 476dw<br>MFP | <input type="checkbox"/> OfficeJet Pro X551dw |
| <input type="checkbox"/> OfficeJet Pro X576dw<br>MFP |  |   |

- 2. On or after 13 September 2016, did you try to use a cartridge with a non-HP chip\* in your HP printer which resulted in the printer being unable to print?**

☐ Yes ☐ No

- 3. Did you contact HP about this issue? If so, please provide the date you contacted HP and include any case or reference number HP may have provided to you.**

\_\_\_\_\_

\* non-genuine cartridges that are designed to be compatible with HP printers.

**Contact Details (Part 2 of 4 to be completed)**

**Name:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Phone Number (You will be contacted during business hours):** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Postcode:** \_\_\_\_\_ **State:** \_\_\_\_\_

**Bank Account Details (Part 3 of 4 to be completed)**

*In the event that you are eligible for compensation, please provide your current bank details for the compensation payment to be made. Please contact us separately by email if you do not wish to include your bank account details on this form.*

**Account Name:** \_\_\_\_\_ **Account Number:** \_\_\_\_\_

**BSB Number:** \_\_\_\_\_ **Bank Name:** \_\_\_\_\_

**Declaration (Part 4 of 4 to be completed)**

*By signing this Claim Form, you consent to being contacted by HP regarding your eligibility for compensation, and certify that the information provided in this Claim Form is true and correct.*

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**What do I do next?**

- ✓ Send your completed Claim Form and Printer Status Report to HP by:
  - Scanning (or taking a photo with your mobile phone) and emailing to [aucustomerexperience@hp.com](mailto:aucustomerexperience@hp.com) OR
  - Sending by mail to:  
Compliments and Complaints Officer  
Re Dynamic Security Compensation Scheme  
HP PPS Australia Pty Ltd  
Level 5, Building F, Rhodes Corporate Park,  
1 Homebush Bay Drive  
Rhodes NSW 2138  
Australia
- ✓ An HP customer service representative will contact you after receipt of your application (please ensure that you provide a contact phone number and email address).
- ✓ Please note the deadline to submit your Claim Form and Printer Status Report to HP is [100 days after the compensation offer commences].

For more information (including guidance on how to generate a Printer Status Report), visit the HP website at <http://www8.hp.com/au/en/compensation-program.html> or contact HP on 1800 625 236 or (02) 8934 4357, 8:30am-5:30pm AEST Monday to Friday (excluding public holidays) and reference: *Dynamic Security Compensation Scheme*.