

Submission on discussion document: Consumer Credit Regulation Review

Your name, organisation and submitter category

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Name	<i>Name withheld under s9(2)(a) of the OIA</i>
Organisation	None
Submitter category	<i>Please circle/highlight one category:</i> Individual consumer

Responses to discussion document questions

Overview of primary ticket market

1	How is the ticket price for an event determined? Who has input into setting these prices? <i>[Insert response here]</i>
2	What is the average proportion of event tickets that is released for general public sale (not reserved for industry insiders or pre-sale events for non-public groups)? NA

Overview of secondary ticket market

3	Is there any available data on the size of the secondary ticket market in New Zealand that you could provide? For example, the average <ul style="list-style-type: none"> - proportion of event tickets that end up on the secondary market - proportion of professional sellers operating on secondary markets and where they are operating from - proportion of resale tickets that are sold above the face value - fees charged per ticket by secondary markets for facilitating the resale transaction.
4	Do you think 'ticket onsellors' should be treated differently to 'ticket scalpers' in any options NA

to address ticket reselling practices?

[Insert response here]

Key issues and policy objectives

5 Do you agree with the issues and objectives we have identified for assessing potential options to address ticket reselling concerns? How significant are these issues? Please provide evidence where possible.

[Insert response here]

6 Do you have any concerns with the business practices or structures in the primary ticket market, or have these ticketing arrangements negatively impacted on you? Please provide evidence where possible.

Tickmaster's Platinum ticket offering is a complete rip-off. Whilst using their online ticketing system to look for tickets for the Elton John concert, their system repeatedly failed to show any available tickets for the Elton John concert in the Diamond class of tickets. However Ticketmaster were, in the same online session offering a link to their Platinum tickets which did have diamond tickets at over twice the face value on their site. \$770 for \$329 tickets.

Their system was repeatedly saying there were NO diamond tickets available, making you think that all the Diamond tickets had sold out, thereby encouraging you to buy their platinum tickets as if they were the last tickets. Thinking it to now be my only option, I purchased the tickets at hugely inflated prices. Shortly afterwards, on searching their system once again to check the status of tickets, it started to show available diamond tickets! Ticketmaster should not be allowed to sell tickets at inflated prices by using such underhand tactics.

7 Could greater competition in the primary ticket market (e.g. between ticketing agents) reduce problems in the secondary ticket market? What could be done to encourage more competition in the primary ticket market?

The primary ticket sellers have no better morals than the secondary ticket market. The whole market needs serious regulation. A ticket should be available only at face value.

Option 1: Status quo

8 How effective are the existing consumer protection laws in regards to ticket reselling practices?

Of no use at all.

The cooling off period for buying online should apply to tickets – therefore the primary ticket dealers could not hide available tickets whilst pushing their hugely inflated priced tickets

	<i>during the SAME online session or within 14 days.</i>
9	Does the status quo achieve the policy objectives of reducing consumer harm? Are there any other benefits and costs associated with the status quo?
	<i>[Insert response here]</i>

Option 2: Price cap on resale tickets

10	If a price cap for resale tickets was introduced, which price cap option should be implemented?
	<i>Yes and the price cap should apply to ALL tickets – primary and secondary.</i>
11	How should the original sale price of resale tickets be verified? Who should be responsible for this?
	<i>Published on the promoters site. And freely available on ticket sellers sites.</i>
12	What are the compliance costs that might be generated as a result of imposing a price cap?
	<i>None that I can think of.</i>
13	Who is best placed to enforce a price cap? What is the level of resource required to enforce a price cap?
	<i>If primary and secondary suppliers are found to have charged excessive amounts, they should lose their ability to sell ANY tickets. That should focus their attention on not being reported and keep cases to a minimum.</i>

Option 3: Greater information disclosure requirements

14	What types of ticketing information should be disclosed, and by whom? How should these disclosures be made?
	<i>Original tickets price. Number of tickets of that class still available and dates the tickets are available from that seller.</i>
15	How would any information disclosure requirements be enforced? Who should be

	responsible?
	<i>Published online at the top of any page showing tickets. It simply becomes another bit of information to add to the information that is required to sell tickets.</i>
16	What type of compliance costs will be involved in order to comply with such information disclosure requirements? Please provide evidence where possible.
	<i>Should not exceed current cost to load such information.</i>

Option 4: Ban on ticket-buying bots

17	How should a bot be defined? How can ticket-buying bot use be detected? What technologies are required to do this?
	<i>Check for same IP address used, multiple hits on same Credit Card – one for people who understand the technology in use by bots right now.</i>
18	Who is best placed to enforce a ban on ticket-buying bots? What sort of penalties should apply for the use of ticket-buying bots?
	<i>[Insert response here]</i>

Option 5: Joint industry-government initiatives

19	How effective are existing industry-led initiatives in combatting ticket scalping practices?
	<i>[Insert response here]</i>
20	Are there any other existing or future industry-led initiatives that address these concerns? Do you have any suggestions for improvements?
	<i>[Insert response here]</i>

Any other comments

	We welcome any other comments that you may have.
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Clearly it is not only inflated prices from secondary sellers – but from main primary sellers too. This seems to have been overlooked in the current talk of scalpers.

Ticketmaster is offering inflated ticket prices in their platinum section for the same ticket classes whilst implying that face-value tickets are not available on their site. This is highly misleading and dishonest. Ticketmaster's Platinum offering did exactly that to me – leading me to purchase tickets at twice face value from Ticketmaster, whilst tickets in that class WERE still available on their site but displayed as not available. Consequently I purchase tickets at \$770 instead of \$329 then their system showed me similar tickets were available.

This link to the DailyMail in the UK shows Ticketmaster has been rebuked for dubious practices in relation to their Platinum offering in the UK public.

<https://www.dailymail.co.uk/news/article-5230247/How-Ticketmaster-dupes-fans-buying-platinum-tickets.html#comments>