

## Will Collin

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**From:** Jenny Bunce s 9(2)(a)  
**Sent:** Tuesday, 16 April 2019 3:13 p.m.  
**To:** Consumer Policy  
**Subject:** Law changes for ticket resellers

I strongly support law changes to stop the current practices of some unscrupulous ticket resellers. It seems unfair and anomalous that the huge number of verified complaints that have been received from so many people, have not yet been able to have the appropriate resolution under current law.

Not being a lawyer, I do not understand why some of the practices that have been documented, are not covered already under legislation including fraud, but I recognize that difficulties can arise with using pre-internet legislation, especially in dealing with overseas based companies. So an urgent updating of the law is clearly required.

I support Consumer NZ's submissions, especially in relation to price caps and a complete ban on ticket-buying bots, while disclosure requirements would also assist consumers, and seem very reasonable.

In addition, I hope that we may get further down the track of requiring all overseas-based companies operating in NZ, whether on line or not, to operate straightforwardly under all applicable NZ law. Personally, I would like them to be liable for the same taxes too, but at least this is a step in the right direction.

Jenny Bunce

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