

# Submission in response to consultation on ticket reselling in New Zealand

## Name (full)

Matt Lemmens

## Organisation (if applicable)

## Submitter category

Individual consumer

## Have you experienced problems with ticket resale?

No, I have never purchased resale tickets before

## Please share your experiences, either positive or negative

I have never had the confidence that resold tickets would be accepted and prices are always excessive.

## Your views on the issues

## Are these problems serious enough to require changes to the law or industry practices?

Yes

## Tell us what you think

That there is a reselling industry indicates there is a problem. This preys on the ability to buy and hold tickets for those who can afford to pay more than the official seller marketed them at.

## Your views on the options, and the pros and cons

### Price cap on resale tickets:

Option C: Original sale price + resale costs

### Why did you choose the option above? Please explain

This would remove the profit incentive for those who make reselling for profit their business.

### More information disclosure: Do you agree with this option? Why or why not?

Yes, resellers should be under obligation to provide the same information as the original seller provided prior to selecting tickets, to prevent profiteering based on deceptively withholding information material to the ticket's value.

### Ban on ticket-buying bots: Do you agree with this option? Why or why not?

No, this would be costly and hard to maintain, as already indicated.

Removing the profiteering incentive should reduce motivation for exploitive resellers to invest in bot development and employment.

**Joint industry-government actions: Do you agree with this option? Why or why not?**

Industry being reviewed for compliance with regulation, yes otherwise informal or less easily observed transactions will not be discouraged.

**Are there other solutions that would work well?**

Giving consumers a agency they could approach with reseller specific complaints would improve consumer confidence and provide regulators greater insights into the effectiveness of whichever measures are adopted.