

# Released under FOI

**Reference Number: REF** [REDACTED]

## Customer

Customer Name		Demographic Details	
Is Anonymous	No	Age	[REDACTED]
Salutation		Gender	Not Specified
First Name	[REDACTED]	Financial Hardship	No
Last Name	[REDACTED]	Youth	No
Contact Numbers		Older Australian	No
Business Phone		English Language Skills	No
Home Phone		Indigenous	No
Mobile Phone		Remote Community	No
Address Details		Disability	No
Address Type	Primary	Serious or Chronic Illness	No
Address Line 1		Other Temporary Circumstances	No
Address Line 2		Special Requirements	
Address Line 3		Interpreter Call	No
Suburb		TTY	No
Postcode	[REDACTED]	Contact Record	[REDACTED]
State	[REDACTED]		
Country			
Email Address			
Email Address	[REDACTED]		

## Report Details

Contact Date	[REDACTED]	Contact Reason	Report
Contact Mode	Web Form	Phone Source Line	
Description	[REDACTED] do not include GST in their prices. [REDACTED]		
Reported By	[REDACTED]	On Behalf of Organisation	
Desired Outcome			

## External Identifiers

Reference Number	REF [REDACTED]	CRM 2011 Ticket Number	
TrackIT ID			

## Activities

Type	Subject	Status	Owner	Actual Start
email	ACCC Response (Reference: REF [REDACTED]) [SEC=OFFICIAL]	Canceled	Kirstie Jones	

## Clock

Start Date and Time	End Date and Time	Duration
[REDACTED]	[REDACTED]	8

## Classification

### Categories

Level 1	Consumer Protection
Level 2	Sales Practices
Level 3	Component Pricing

### Types of Claim

Organic	No	Animal Welfare	No
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Technology or Scientific	No	Genetically Modified	No
Environmental	No	Quality and Content Standards	No
Free Range	No	Place of Origin	No
Fair Trade	No	Health	No

## Issue

Carbon Issue	No	Franchise Issue	No
Small Business Issue	No	Food Labelling	No
NBN Network	No		

## Industry of Interest

Medical	No	Fuel	No
Supermarkets General	No	Supermarkets Shopper Dockets	No
Debt Collection	No	Telecommunications	No
Energy	No	Online or eCommerce	Yes

## Mode of Communication

Door to Door	No	Telemarketing	No
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## Advertising

Internet	No	Radio	No
Television	No	Press	No

## Conducts

Section Id	Section Name	Act / Division / Part	Group Description	ACL Classificationname
48	48 - Single price to be specified in certain circumstances	Act: CCA Div: 4 Part: 3-1	ACL	M&D Conduct & False Representations

## Trader Details

Primary Trader: Herbalife (Herbal Life) Australasia Pty Ltd

Trader ANZSIC Code: 4310-Non-Store Retailing

Primary Trader Business Contact Name : Herbalife Australasia Pty Ltd

## Trader Details (if Different from Primary)

Trader Website  
 Trader Email Address  
 Trader Phone  
 Trader Address Line 1  
 Trader Address Line 2  
 Trader Address Line 3  
 Trader Address Suburb  
 Trader Address State  
 Trader Address Post Code

## Other Traders

## Action

Advice  
 Adv single price to be specified in certain circumstances  
 Adv LOD>OFT>SCT  
 Adv what the ACCC does with information from reports  
 Adv report logged

## Assignment

Owner	Kirstie Jones	No Response Required	No
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## Resolution Dates

First Resolved On	██████████	Last Resolved On	██████████
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## InfoForm Action

Report Status	Closed	Report Status Reason	Intelligence
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Referred To External Party:

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Escalated To		Escalated By
Action Date	██████████	
Comments		

**Confidentiality & TRIM Documents**

Ministerial	No	
TRIM Contact Doc		TRIM Response Doc

**Product Safety****Action Taken**

Complained	No	Returned	No
Asked Refund	No	Returned Purchase	No
Action Taken Other			
Contacted Supplier		Consent to disclose	
Outcome of contact with supplier			
PS Other action taken			

**Product Details**

Brand		Date of Purchase
Type		Batch Name / Number
Manufacturer		
Name		
Model		
Description		
Product Category		
Regulated Product	No	
How was product obtained		
Other		

**Why Reporting**

Problem Report			
Believe Banned	No	Almost Accident	No
Injured	No	Injury Required Hospital Treat.	No
Injury Details			

**Product Safety Injury/Incident details**

PS Injured		Injury Severity
Treatment from a medical professional		Near Miss/Almost Accident
Require hospital stay		Type of incident nearly occurred
Provide details		

**Scam Watch**

Scammer Contact Date		Will You Share Your Story:	
Scam Contact Mode	N/A	On Behalf of Business	No
Scam Contact Website		Business Age	
Scam Contact Website Other		Business Size	
How Paid (Payment Type)			
How Paid (Other)			

**Loss Type**

Is a Loss Suffered?	No	Commercial Information Loss	No
Personal Info Loss	No	Banking Details Loss	No
Amount Lost			

**Small Business**

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Business Name		Industry	
Business Age		Business Size	
Description of Loss			

### Relationship

As Competitor	No	As Supplier	No
Related As Franchisee	No	As Customer	No
As Other	No		
As Other Description			

### Refusal

Is Refusal	No		
Refusal to Supply?	No	Refusal Other	No
Refusal Type		Refusal Date	
Reason Sought	No	Alternative Available	No
Referred Elsewhere	No		
Reason Description			
Referral Outcome			

### Franchise

Name			
Location			
Date Disclosure		Franchise Legal Received	No
Date Entered		Franchise Legal Waiver	No
Mediation	No	Mediation Date	
Mediation Result			
Negotiation	No	Negotiation Date	
Negotiation Result			
Franchise Other	No		
Franchise Other Details			
Franchise Other Outcome			

### Anti-Competitive & Unconscionable Conduct

Is Anticompetitive	No		
Product			
Description			

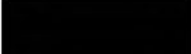
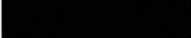
### Unconscionable Conduct

Is Unconscionable	No		
Unconscionable Event			
Documents	No	Unconscionable Influence Used	No

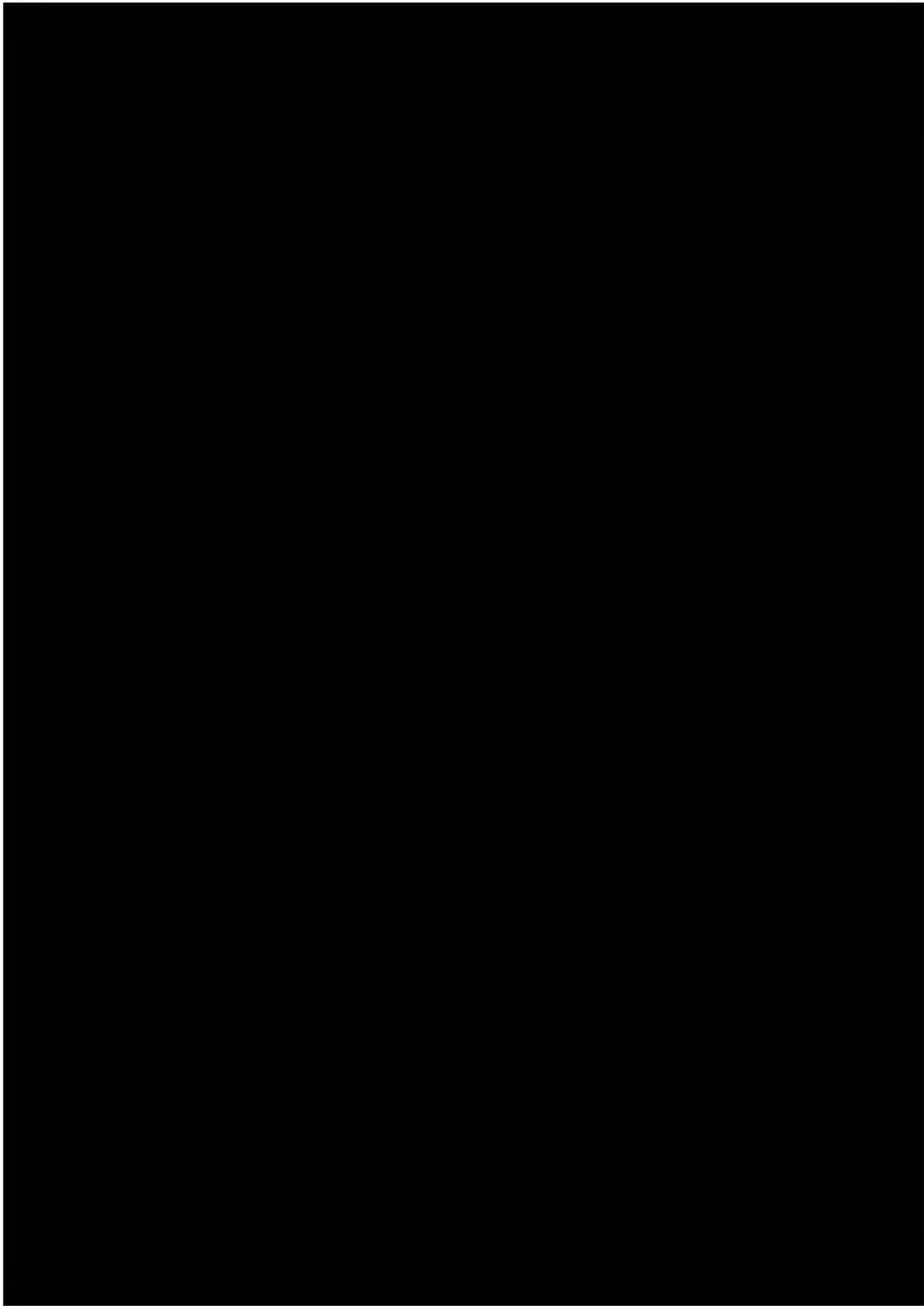
### Report Lodged With Other Agency

Lodged With Other?	No		
Description			
Result			

### Audit

Created By	PowerApps Admin	Created On	
Modified By	Kirstie Jones	Modified On	

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