



Individual InfoForm Report

Reference Number: REF2854476

Customer

Customer Name

Is Anonymous: False

Salutation: Mrs

First Name: [REDACTED]

Last Name: [REDACTED]

Contact Numbers

Business Phone: [REDACTED]

Home Phone: [REDACTED]

Mobile Phone: [REDACTED]

Address Details

Address Type: Primary

Address Line 1: [REDACTED]

Address Line 2: [REDACTED]

Address Line 3: [REDACTED]

Suburb: [REDACTED]

Postcode: [REDACTED]

State: VIC

Country: [REDACTED]

Email Address

Email Address: [REDACTED]

Demographic Details

Age: 35-44

Gender: Not Specified

Financial Hardship: No

Youth: No

Older Australian: No

English Language Skills: No

Indigenous: No

Remote Community: No

Disability: No

Serious or Chronic Illness: No

Other Temporary Circumstances: No

Special Requirements

Interpreter Call: No

TTY: No

Contact Record: [REDACTED]

Report Details

Contact Date: 11/01/2020

Contact Mode: Web Form

Description: [REDACTED] are selling products and have described on their website that 100% of proceeds will be donated to bushfire charities. This is not actually true. They are only donating profits. This is very misleading for consumers that have purchased in good faith

Reported By: [REDACTED]

Desired Outcome: [REDACTED]

Contact Reason: Report

Phone Source Line: [REDACTED]

On Behalf of Organisation: [REDACTED]

External Identifiers

Reference Number: REF2854476

TrackIT ID: [REDACTED]

CRM 2011 Ticket Number: [REDACTED]

Activities

Type	Subject	Status	Owner	Actual Start
Task	No Response Provided	Completed	[REDACTED]	15/01/2020

Clock

Start Date and Time	End Date and Time	Duration
11/01/2020 12:58:02 PM	15/01/2020 4:59:22 PM	3:00



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Classification

Categories

Level 1	Consumer Protection
Level 2	Misleading and Deceptive
Level 3	

Types of Claim

Organic	No	Animal Welfare	No
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

Car on 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	No

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
18	18 - Misleading or deceptive conduct	Act: CCA Div: Part: 2-1	ACL	M&D Conduct & False Representations

Trader Details

Primary Trader: [REDACTED]
 Trader ANZSIC Code: [REDACTED]
 Primary Trader Business Contact Name: [REDACTED]

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



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Trader Address Post Code

Other Traders

Action

Advice C has made a report about T engaging in M&D conduct regarding false representations about how much of proceeds will be donated to the bushfire appeal
 C has not asked any questions and they have not specified that they require a response
 There would be no benefit in replying to C
 NRP

Assignment

Owner No Response Required Yes

Resolution Dates

First Resolved On 15/01/2020 Last Resolved On 15/01/2020

InfoForm Action

Report Status Closed Report Status Reason Intelligence

Referred To External Party:

Escalated To Escalated By

Action Date 15/01/2020

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



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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

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

Franchise

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



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Negotiation Result

Franchise Other No

Franchise Other Details

Franchise Other Outcome

Anticompetitive & Unconscionable Conduct

Is Anticompetitive No

Product

Description

Unconscionable Conduct

Is Unconscionable No

Unconscionable Event

Documents No

Unconscionable Influence No
Used

Report Lodged With Other Agency

Lodged With Other? No

Description

Result

Audit

Created By

Created On

11/01/2020

Modified By

Modified On

15/01/2020