

---

**From:** [REDACTED]  
**Sent:** Sunday, 3 November 2019 8:42 PM  
**To:** Ransom, Hannah  
**Subject:** FW: ACCC correspondence - CTIAQ notification [SEC=UNCLASSIFIED]

[REDACTED]

Dear Hanna Ransom

Thanks for your time and information on the phone.

With regard to the attached CTIAQ Loyalty program, we strongly support our associations application and all of its endeavours to hold and guide our industry to the high standard it has held for five decades. Recent and ever expanding private Event Operators have sought to hold numerous events in the endeavour of quick profits that in reality has over time watered down consumer choice and our profitability, below are my key points in this regard. We at [REDACTED] are a small player in the industry however like many other premium large retailers aspire to the highest standard of accountability, operation and product standards. We request that our views are not made public because if this CTIAQ application falls short the retribution from Event Operators towards smaller CTIAQ supportive business like ours would most likely be devastating, in fact I suspect many small to medium operators will not communicate with you for this reason? larger operations have much less to be concerned about. Do not hesitate to contact us if clarification is required.

- The proliferation of Show Events has ensured smaller retailers cannot afford to attend all shows and leaves us vulnerable with the larger operators dominating with fewer brands.
- Fewer brands displayed at shows leads the public to believe "what you see is what you get".
- Large operators will always seek to dominate by whatever means it can and this is the current circumstance we have as the proliferation of these private shows are in reality a platform for them.
- Because all operators cannot afford to attend numerous shows through the state annually this misleads the public to a false view of choice and pricing.

Summery:-

- More shows lead to less consumer choice and ultimately higher pricing.
- The CTIAQ program would encourage many of us to return to a sensible affordable show calendar.
- Consumers would not be mislead to attend minimal choice events advertised as industry wide product events.
- CTIAQ Events are highly scrutinised as are its members to meet all Australian Standards.

Kind Regards

