

From: philip lane
Sent: Friday, 9 December 2011 7:50 PM
To: CCAAC
Subject: review of gift cards

Attention Mark Frost
C/- of Manager
Consumer Policy Framework Unit
Infrastructure, Competition and Consumer Division

Dear Sir,

Last christmas, I bought my nephew a gift card. As he is an avid reader, the gift card was purchased from angus and robertson. Alas, they went into administration shortly after christmas, and the liquidators imposed conditions on the redemption of the gift card. My memory of this is the liquidators said the cards had to be used before a certain date, and furthermore he had to purchase something twice the value of the card for it to be redeemed, with the rest of the purchase being provided in cash. Since it was a \$50 gift card, we gave some further money as he had to spend \$100. Having had this experience, I will be giving him cash this year.

Secondly, there are occasionally specials advertised, when \$50 itunes cards can be purchased for \$40. I guess this is up to the retailer and provider, but it makes me less likely to purchase a full priced card.

I do like the idea of gift cards, in that it is frustrating to buy an article for \$50 before christmas, only to see it reduced on special to \$30 in the post christmas sales.

Finally, I have received a few gift cards from friends where there is not much time left on the gift card - obviously the cards have been recycled /regifted to me. Say a month to use them - not urgent, but certainly time limited.

Thankyou for the opportunity to comment on your enquiry