



8 August 2018

Consumer Policy Unit
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The National Retail Association (NRA), Australia's largest and most diverse retail industry association, is committed to working with Government to help introduce new consumer protections for gift cards. We appreciate the opportunity to have input into the legislative process, and for listening to the views of retailers.

The Government's motivation to protect consumers and ensure they receive a fair return on investment when purchasing gift cards, is understood by the vast majority of retailers. Whilst the NRA also understands the need for gift card regulation, inconsistencies across each state's approach to these regulations causes concern for businesses who have national coverage.

The NRA supports the need for a three-year expiry date, however would like to highlight that requiring an expiration date versus an issued date on the gift card creates complexity. For practical reasons we would suggest an issued date be considered. This would accommodate differing business strategies and any future changes.

The NRA believes that the implementation date of 1 November 2019 allows enough time for consumers and retailers to prepare for this transition.

We hope that by highlighting the issues that exist between each state's approach and forming a view on gift card policy, the NRA has demonstrated our desire to make a positive contribution to your deliberations regarding any future legislation. We appreciate your assistance in this matter and look forward to hearing from you. I may be contacted on _____ or by email

Yours faithfully,

A handwritten signature in black ink, appearing to read 'D Stout', is written over a faint, dotted background.

David Stout
Manager Policy



