



14 February 2020

Consumer and Corporations Policy Division
The Treasury
Langdon Crescent
Parkes ACT 2600

Submission on proposed information standard for ticket resale websites

Thank you for providing the opportunity to make a submission as part of the public consultation process in relation to the proposed information standard for ticket resale websites.

Who are we?

The Ticket Brokers Association of Australia (TBA) is a professional industry body made up of several Australian-based ticket marketplaces and individual brokers, who represent the interests of the secondary ticket market in Australia.

Each of our members has an established corporate and private client base and abides by a code of conduct which prohibits using automated technology to acquire tickets and unfair consumer practices such as "drip pricing".

Our website www.tba.asn.au lists each of our members and contains some helpful hints to enable customers to be better informed when purchasing tickets via the secondary market.

Ticket resale information standard

The TBA believes the information standard will go a considerable way in reducing the confusion experienced by the 48% of consumers whom consumer group Choice claims were unaware they were dealing with a resale website instead of the official ticket seller.

Despite the increased prevalence of dynamic or market-based pricing by event organisers, we believe consumers should nonetheless be equipped with the "face value" of a ticket at any given time in order to make as informed a decision as possible to buy from a secondary market reseller.

Yours sincerely

Josh Gladwin
President
Ticket Brokers Association of Australia Inc