

4 May 2026



Kia ora 

Official Information Act request 25.223

Thank you for your email dated 14 April 2026 asking for the following information under the Official Information Act 1982 (the Act):

- “1. If there are formal written guidelines on Trade Me **feedback practices**, which the Commerce Commission has issued to Trade Me for following?*
- 2. If such document exist, does it contain guidelines on situations in relation to TM feedback practices?*
- 3. Do the guidelines contain information on fines that may be imposed on the TM business if it doesn't follow the guidelines?*
- 4. If the guidelines document exists, is it available to the public access and where and how to access it?”*

Our Response

The Commission has no formal written guidelines on Trade Me feedback practices. We are therefore refusing your request under section 18(e) of the Act as the information requested does not exist.

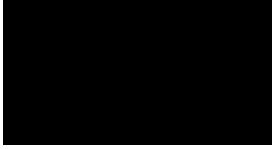
Further information

If you have any questions about this response, please do not hesitate to contact us at oia@comcom.govt.nz.

If you are not happy with our response, you have the right to complain to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz.

The Commission may publish this response on our website as part of our proactive release process. Any personal information will be redacted prior to publication.

Ngā mihi nui



Irené Kilford
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