

## House Standing Committee on Economics

### ANSWERS TO QUESTIONS ON NOTICE

Australian Competition and Consumer Commission annual report 2014-15

**Department/Agency:** Australian Competition and Consumer Commission

**Question:** 12

**Topic:** House of Representatives Standing Committee on Economics - ACCC Annual Report 2016 - Thermomix

**Date:** 16 August 2017

**MP:** Banks, Julia

**Hansard page number:** 16 to 17

#### **Question:**

**BANKS:** Welcome, and thank you for your time. Mr Sims, I want to talk about the Thermomix recall. Thermomix clearly failed in their mandatory reporting requirements back in 2014. Obviously, we're now in 2017 and you've issued Federal Court proceedings in this regard, and in relation to misleading conduct as well. How did this come to your attention—that they'd failed?

**Mr Sims:** I think that I know the answer, but I'll make sure that I have the right answer by referring to Scott Gregson.

**Mr Gregson:** Thank you. The matter came to our attention both through consumer complaints and also from agencies—organisations such as Choice. There were multiple sources of information that we took onboard.

**Ms BANKS:** Right. So when did it come to your attention first? When did the spike in consumer complaints arise?

**Mr Gregson:** I might have to take those dates on notice, but just stepping back through our investigation frame I think it was in 2015.

#### **Answer:**

The ACCC investigation into the conduct of Thermomix that led to the relevant proceedings commenced following the receipt of complaints and the publication of media articles in March 2016. The investigation was further informed by information available to the ACCC relevant to its product safety functions.