

Subject: Review Into Supermarket Prices - Attention Sen. Nick McKim
Date: Thursday, 18 January 2024 1:53:16 PM

Dear Senator,

If I may, I would like to inform you of some of my recent experiences with Woolworths, Gympie, Qld.

1.

The item was Peppercorn Extra Lean Beef Burgers advertised as being 'on special' at \$10 per pack of four.

When I checked the till receipt when I got home, I had been charged \$10.50 for the item.

I brought this to the attention of a member of the service counter staff when I shopped at the same Woolworths store the following week.

The first 'reason' I could not have a refund was 'that specials catalogue has now expired'.

When I asked the staff member to check on her computer she informed me 'we can't do that - sorry darl'.

I emailed Woolworths Head Office complaints section requesting a 50 cent refund and to date, approximately ten months later, there has been no response.

2.

Woolworths recently introduced 'Member Pricing' whereby upon payment of a small annual fee one can purchase certain goods at a discounted price for a limited time. The items change periodically.

I find that the 'member only' price is not always clearly displayed. By this I mean the price tickets on the shelves are in a muted beige colour which is easily overlooked, unlike the usual bright red and yellow colouring.

My own fault I know, but I have been caught out by this ploy on a number of occasions, and I would wager many more pensioners have also.

3.

More recently, the specials catalogue of 27th December 2023 advertised strawberries at \$3.50 for a 350 gram pack.

The packs were actually only 250 grams. Again not realised until I got home and noticed the weight on the packaging.

These experiences could be deemed negligible, but multiplied by the number of other shoppers experiencing the same would add up to a considerable amount.

They are provided in the hope they will be of some assistance to you in your task of reviewing supermarkets and their sometimes surreptitious pricing policies.

Yours faithfully,
Rachel Anderson

