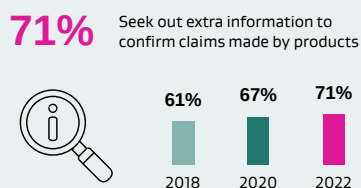
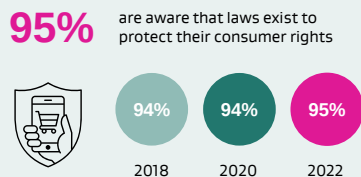


New Zealand Consumer Survey 2022

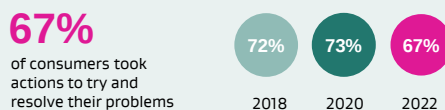
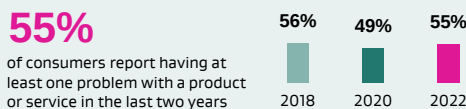
**Consumer
Protection**

The New Zealand Consumer Survey was conducted in late 2022 to measure consumers' awareness and knowledge of consumer laws, and their trust and confidence in the consumer regulatory system. It also explores how consumers behave when they experience problems with products and services. This nationally representative survey collected the views of over 2,000 New Zealanders.

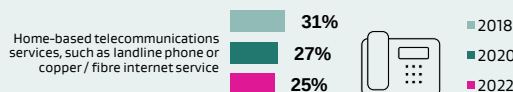
AWARENESS OF CONSUMER LAWS



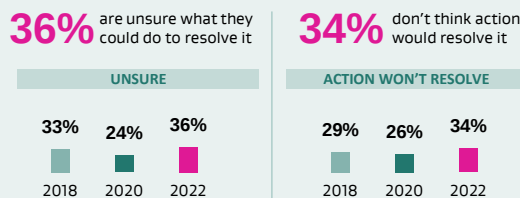
ISSUES AND CONSUMER ACTIONS



Home-Based Telecommunication issues are trending downwards from 31% in 2018 to 25% in 2022



Key reasons consumers don't take action to resolve issues

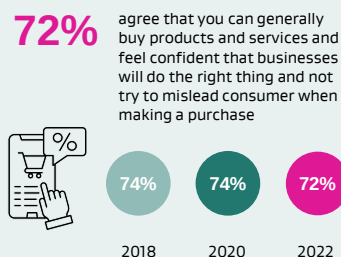


2016 2018 2020 2022

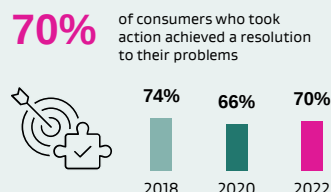
CONSUMER CONFIDENCE IN LAWS TO PROTECT THEM

Consumer confidence that New Zealand has adequate laws to protect them from being misled or cheated by businesses has decreased

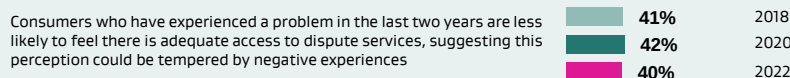
from **59%** in 2020 to **53%** in 2022



Consumer experience in getting redress may be better than the drop in confidence suggests



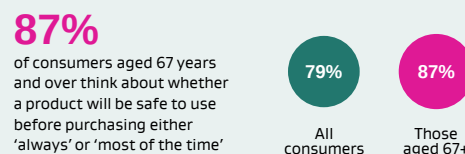
ENGAGEMENT WITH DISPUTE RESOLUTION



PRODUCT SAFETY



Older consumers are more concerned than average about product safety



OTHER PROBLEM SECTORS

	Building repairs	Mobile Telecom	Electronics	Travel / holiday	Motor vehicles
% of consumers within this sector who had a problem with a purchase	24%	21%	19%	18%	15%
% of those who took action in response to their problem	71%	60%	66%	52%	57%
% of those who'd taken action, and achieved a satisfactory resolution	33%	50%	65%	30%	54%