

**From:** [Alan Quartermain](#)  
**To:** [ConsumerCareConsultation](#)  
**Subject:** Re: Consumer Care  
**Date:** Tuesday, 3 October 2023 1:32:40 pm

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Yes, please go ahead.

On Tue, Oct 3, 2023 at 1:29 PM ConsumerCareConsultation  
<[ConsumerCareConsultation@ea.govt.nz](mailto:ConsumerCareConsultation@ea.govt.nz)> wrote:

Kia ora Alan,

Thank you for your submission – just confirming this has been received.

The Authority plans to publish all submissions received on our website, unless the submitter requests otherwise. Are you happy for your submission to be published?

Kind regards

Consumer Care Consultation team

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**From:** Alan Quartermain [REDACTED]  
**Sent:** Monday, October 2, 2023 1:12 PM  
**To:** ConsumerCareConsultation <[ConsumerCareConsultation@ea.govt.nz](mailto:ConsumerCareConsultation@ea.govt.nz)>  
**Subject:** Consumer Care

Please commit now to making the full set of guidelines into mandatory rules.

Thankyou.

Alan Quartermain

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