



**Matt Kean**  
Minister for Innovation and Better Regulation

## **MEDIA RELEASE**

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### **FAIR TRADING WARNS CONSUMERS ABOUT TICKET RESELLER VIAGOGO**

Consumers have been warned about using online ticket reseller Viagogo after a flurry of complaints, Minister for Better Regulation Matt Kean announced today.

Mr Kean said this year alone NSW Fair Trading had received 187 consumer complaints, and 237 enquiries, about the Swiss-based ticket exchange platform.

“Complaints to date have included delayed delivery, events being cancelled, heavily marked-up prices, hidden fees, and failure to provide refunds,” he said.

“With most complaints relating to two or more tickets, Fair Trading has estimated around 600 consumers have been ripped off at a cost of almost \$130,000.

“This is simply not good enough, when consumers buy a product they rightly expect to get what they pay for.

“I’m putting consumers first and that’s why I’m issuing an urgent public warning about Viagogo’s unfair and unsatisfactory business services and practices.”

Mr Kean said Fair Trading had made more than 194 attempts to contact Viagogo to discuss the complaints, which had gone vastly unanswered until notice of the public warning was given.

Viagogo has also appeared on Fair Trading’s monthly Complaints Register eight times between November 2016 and July 2017, and was in the top five most complained about traders on five occasions.

“Viagogo says it will be more responsive in future; however, consumers should read all conditions carefully, and make credit card payments so they can claim a chargeback if necessary,” Mr Kean said.

“Until Viagogo adopts a more cooperative and professional approach, consumers are urged to be cautious using their website, and always check for available event tickets through an authorised primary ticket seller.”

For more information, go to [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) or call 13 32 20.

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