

MEMORANDUM

TO: All Franchisees

CC: Katie Page, John Skippen, John Slack-Smith, Stephen Hauville,
Tracy Huckel Ross Page, Jillian Dean

FROM: John Skippen

DATE: 20 May 2004

FILE No:

DOC:

MARS/PRISM:

RE: ACCC ALERT

As a representative of the franchisor, I recommend the following;

Please supply information regarding suspected visits from the ACCC. Where staff were approached and questioned, please forward the information urgently either by email to valeries@harvey-norman.com.au or fax to (02) 9201 6250:

Information required:

- * Name of salesperson
- * Date
- * Time
- * What questions were asked of the staff
- * What product was purchased
- * What price was paid
- * If the goods were to be delivered, was a business or personal address given (we do not need to be advised of the address)
- * What form of payment was used –cash or credit card. If a credit card was used, was it a personal card or a business card.

Please ensure that should you or any of your staff be suspicious that a customer could be from the ACCC, **be sure to take a photo of the person, with a digital camera**, clearly showing their face – maybe say "*smile customer relations day!*"

Regards

John Skippen