

# HARVEY NORMAN HOLDINGS LIMITED

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John Hawkins  
Committee Secretary  
Senate Standing Committee on Economics  
PO Box 6100  
Parliament House  
Canberra ACT 2600  
Australia

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## **Inquiry into the National Consumer Credit Protection Bill 2009 and related bills**

Harvey Norman welcomes the opportunity to make a submission to the Committee with respect to its inquiry into the National Consumer Credit Protection Bill 2009 (**NCCP Bill**) and related bills.

Harvey Norman is the third largest retailer in Australia with aggregate annual sales of \$5.5bn (including sales made by independent franchisees under the “Harvey Norman”, “Domayne” and “Joyce Mayne” brands (“Franchisees”). Harvey Norman was established in 1982 by Gerry Harvey and Ian Norman and was listed on the Australian Stock Exchange in 1987. Revenue is derived from retailing overseas, franchise fees from Franchisees and property investment. Harvey Norman operates a franchise system in Australia with over 197 complexes occupied by Franchisees. Subsidiaries of Harvey Norman Holdings Ltd grant franchises to independent business operators under three leading brand names being “Harvey Norman:” “Domayne” and “Joyce Mayne:” Franchisees sell products in the following categories: electrical goods, small appliances, furniture, AV/IT, bedding, manchester and floor coverings. Harvey Norman also operates company owned complexes in New Zealand, Ireland, Singapore, Malaysia and Slovenia and holds a controlling interest in a Singaporean listed entity called Pertama Holdings Pte.

Harvey Norman is grateful that the press release accompanying the tabling of the NCCP Bill and related documents into Parliament on 25 June 2009 provided that point-of-sale retailers, such as Franchisees, will be exempt from the requirements of the NCCP Bill. However, we would like to be able to review the drafting of the exemption, which we understand will be in the supporting regulations, as soon as possible.

Accordingly, we urge the Committee to recommend that further development of the NCCP Bill and its supporting regulations be conducted in an open and transparent manner, allowing all industry participants and affected stakeholders a reasonable

opportunity to review and comment on materials that are developed. Specifically, we would like to be actively involved in any review of the exemption with respect to point-of-sale retailers.

Yours sincerely

A handwritten signature in cursive script, appearing to read "K. Page".

**Katie Page**  
**Chief Executive Officer**  
**Harvey Norman Holdings Limited**