



Matthew Mason-Cox MLC

Minister for Fair Trading

MEDIA RELEASE

27 May 2014

CONSUMER CLAIMS CAP INCREASED TO BENEFIT CONSUMERS

Fair Trading Minister Matthew Mason-Cox has welcomed this month's introduction of a new regulation increasing the value of a dispute that consumers can take to the New South Wales Civil and Administrative Tribunal.

The Consumer Claims Regulation 2014, which came into effect on 9 May 2014, increased the maximum amount from \$30,000 to \$40,000, bringing it in line with the Australian Consumer Law.

"This is a great result for the consumers of NSW," Mr Mason-Cox said.

"The *Consumer Claims Act 1998* provides for remedies to consumers who have suffered detriment over the supply of goods or services.

"A consumer's claim must be against a supplier carrying on a business and not a private person.

"Under this change to the regulation, consumers can now seek orders from the New South Wales Civil and Administrative Tribunal for up to \$40,000 when requesting the tribunal to determine a claim."

Mr Mason-Cox said the Tribunal would continue to provide tribunal services that are quick, accessible, economical and effective.

"The New South Wales Civil and Administrative Tribunal provides low-cost dispute resolution that consumers can use without professional assistance," Mr Mason-Cox said.

In addition to issuing an order for money to be paid, the Tribunal can assist consumers in the following ways:

- An order for goods or services to be provided
- An order to fix or replace faulty goods
- An order for a refund and the goods to be returned
- An order that money owed does not have to be paid

For more information about Fair Trading go to: www.fairtrading.nsw.gov.au

Follow Fair Trading on Facebook at <http://www.facebook.com/FairTradingNSW> and Twitter at http://twitter.com/NSW_FairTrading.

MEDIA: Virginia McKay 0427 269 172