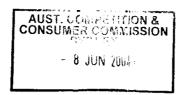
## Harvey Norman

Yoogalu Pty Limited A.C.N. 002 269 132 A.B.N. 34 347 009 955



AI RICHMOND RUAD HOMEBUSH WEST N.S.W. 2140 LOCKED BAG 2 SILVERWATER DC, N.S.W 1811

> Telephone: (02) 9201 6111 Facsimile: (02) 9582 6148

## **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 <a href="mailto:valeries@harvey-norman.com.au">valeries@harvey-norman.com.au</a> 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

2004/Rjs0507