

From:
To: [MG Consumer Law](#)
Subject: Unfair trading practices - Consultation Regulation Impact Statement submission
Date: Friday, 1 September 2023 11:12:25 AM

Dear Treasury,

Thank you for your consideration of the changes needed to subscription services.

As you are aware many of the subscription services allow a trial period and then will automatically subscribe you if you do not cancel.

You know they use all the unfair practices to make it difficult to unsubscribe and unable to contact anyone to assist you to unsubscribe, and because they have taken your credit details, even if you do unsubscribe some still take your money. What you need to make law is companies must offer a free period WITHOUT having to give bank details, and to have a clear communication that you have to agree to if you want to continue your subscription. An email, Do you want to subscribe after your trial period? YES/NO Also do not allow them to post, Are you sure you want to cancel and offer further confusing sweeteners to hook you in.

Make them have simple opt out and to delete your bank details when you have opted out. You must put HEAVY fine for any breaches of new laws to prevent these practices to serve as a deterrent rather than an inconvenience of having to pay a fine.

When companies take money from accounts after subscriptions are cancelled, make them pay for the banks time, consumers time and double the amount to be paid back. This will be a disincentive to charge you when you have cancelled subscriptions.

I have also had Netflix reinstate my account without my permission and charged me twice in one month a subscription charge. That is my money, and the banks and my time to recover these funds.

As you know these companies operate on the inattention of consumers. Consumers should not be financially scammed just because they do not check their accounts for amounts being taken without their permission. THEY SHOULDN'T HAVE TO!

If you are not going to implement laws that will serve as disincentives and to stop companies doing this. DON'T BOTHER. I will be twice as aggravated with piss-weak laws on top of the bad company practices/scams.

Regards

Sam Roberts

Sent with [Proton Mail](#) secure email.