



Commerce Commission Credit Sector Analysis

Information Sheet for Participants

You are invited to take part in this research. Please read this information before deciding whether or not to take part. If you decide to participate, thank you. If you decide not to participate, thank you for considering this request.

Who am I?

My name is Amanda Reid, and I am a Senior Researcher at Business and Economic Research Limited (BERL).

What is the aim of the project?

This project is looking at the consumer credit sector, including different types of credit products such as credit and store cards, personal and car loans, mortgages, pay-day loans, buy-now/pay-later schemes, and mobile traders who extend credit. Your participation will support this research by helping to understand whether people understand their rights and responsibilities when they sign a credit contract, if they take advice before borrowing, and what things influence people making decisions about loans and credit.

This report and findings will be used to help the Commerce Commission in developing policies and strategies to ensure fair operation of the consumer credit sector and support the wellbeing of New Zealanders.

How can you help?

You have been invited to participate in a focus group because you have used credit products in the past five years. If you agree to take part you will be part of a focus group on a specific credit product in either Auckland or Wellington, depending on where you live. The focus group will take 90 minutes. I will audio record the focus group and the recording will be written up later.

A maximum of eight people will attend a focus group. Before the focus group starts, you will be asked to sign the consent form. When all participants have arrived, you will be invited into the group room where there is a table to sit around, with refreshments provided.

The focus group will start with a welcome, including self-introductions, clarification of the purpose and context of the focus group, as well as an explanation about what will be included in the discussion. Generally, I will guide the topic and allow the conversation to flow freely and informally. I will ask about your experiences in the consumer credit sector, with particular emphasis on the consumer product the focus group is discussing.

There are no right or wrong answers in a group discussion. The most important thing to remember is that the discussion is meant to be informal, interesting, and honest.

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The information shared during the focus group is confidential. That means after the focus group, you may not communicate to anyone, including family members and close friends, any details about the identities or contributions of the other participants of the focus group.

You can withdraw from the focus group at any time before the focus group begins. You can also withdraw while the focus group it is in progress. However, it will not be possible to withdraw the information you have provided up to that point as it will be part of a discussion with other participants.

At the end of the focus group, you will receive a \$50 Countdown gift card in appreciation of your contribution.

What will happen to the information you give?

This research is confidential. This means that the researcher named below will be aware of your identity but the research data will be combined and your identity will not be revealed in any reports, presentations, or public documentation.

Only the transcriber (who will be required to sign a confidentiality agreement) and I will read the notes or transcript of the focus group. The focus group transcripts and recordings will be kept securely and destroyed 31 December 2022.

The research methodology has been reviewed by an external ethics advisor.

What will the project produce?

The information from this research will be used in a report to the Commerce Commission.

If you accept this invitation, what are your rights as a research participant?

You do not have to accept this invitation if you don't want to. If you do decide to participate, you have the right to:

- Choose not to answer any question
- Withdraw from the focus group while it is taking part however it will not be possible to withdraw the information you have provided up to that point
- Ask any questions about the research at any time
- Be able to read any reports of this research by emailing the researcher to request a copy.

If you have any questions or problems, who can you contact?

If you have any questions, either now or in the future, please feel free to contact:

Name: Amanda Reid

Email address: amanda.reid@berl.co.nz

Phone number: 021 868 394

Ethics information

If you have any concerns about the ethical conduct of the research you may contact the Chief Economist, Hillmarè Schulze; email: hillmare.schulze@berl.co.nz or phone: 04 931 9218.