

## **Information on agreed court orders in hearing health care case**

(Sydney, 1 November 2018) – The Federal Court yesterday made orders that were negotiated and agreed between the Australian Competition and Consumer Commission (ACCC) and AudioClinic and Hearing Life over historic advertising dating back to 2017.

The parties have accepted the court orders and associated penalties as issued by the Federal Court.

Managing Director (Retail), Janet Muir, said that they are committed to ensuring that the reputation of hearing healthcare treatment for all Australians is held in the highest regard.

The ACCC's investigation did not uncover any evidence that HearingLife and AudioClinic planned to intentionally deceive or mislead any consumer. There is also no evidence that these historic advertisements caused any damage to any consumer.

Testament to customer interaction with our clinics during this historic advertisement period more than 1,200 customers reported back a 98% customer satisfaction rating of our services and hearing healthcare by our qualified clinicians.

"Our clients can be confident the ACCC matter only relates to historic advertising. There have been no questions about our clinical hearing health care, or the care that our clients experience in our clinics," Ms Muir said.

"We have the utmost respect for older Australians, and we are committed to ensuring that they are supported in their desire to live healthy and fulfilling lives. Each client's clinical care is fundamental to our healthcare approach and is not part of the ACCC's concerns."

HearingLife and AudioClinic have played a leading role in supporting national industry reforms identified by the ACCC to address concerns around remuneration and sales behaviours in the industry.

"As a demonstration of our commitment, last year we were the first major hearing health care provider to change its clinician remuneration structure in response to the concerns raised by the ACCC regarding the whole industry's use of sales commissions and sales remuneration targets," Ms Muir added.

"With a history spanning over 70 years, our clinics have been part of the fabric of Australian communities for generations. They are ably supported by their access to leading clinical hearing health research and technology innovation conducted by our international organisation."

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