

21 January 2025

By email: [REDACTED]

Dear [REDACTED]

Your request for information under the Official Information Act (OIA) (CAS-145320)

I refer to your request dated 11 December 2024 for the following information:

Can you please advise me as to any/how many complaints you – [or] anyone else - had about Medical Kiwi/ Aether pacific pharmaceuticals? If so, what actions were taken?

The information you have requested is set out below.

We have searched our records and we hold nine complaints about Aether Pacific Pharmaceuticals / Medical Kiwi:

Case ref	Date	Summary of complaint	Action taken
CAS-61445	13/10/2020	Following offer of shares, complaint that offer documentation contained false or misleading disclosures, potential breach of fair dealing provisions within Part 2 of the Financial Markets Conduct Act 2013.	Formal action taken – enforceable undertakings were issued. See media release here . See copy of the enforceable undertakings here .
CAS-61560	19/10/2020	As above.	As above.
CAS-61634	21/10/2020	As above.	As above.
CAS-85855	10/09/2023	Complaint alleging misleading claims / false advertising	No action taken - no misconduct identified
CAS-87814	24/11/2023	Complaint alleging misleading claims / false advertising	No action taken - no misconduct identified
CAS-88101	5/12/2023	Complaint alleging misleading claims / false advertising	No action taken - potential misconduct remedied by entity
CAS-88099	12/12/2023	Complaint alleging misleading claims / false advertising	No action taken - potential misconduct remedied by entity
CAS-145095	27/11/2024	Complaint alleging misleading claims / false advertising	Matter in progress
CAS-145162	1/12/2024	Complaint alleging misleading claims / false advertising	Matter in progress

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact Jasveet Sandhu at jasveet.sandhu@fma.govt.nz or phone +64 4 830 5177.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jasveet Sandhu', with a stylized, flowing script.

Jasveet Sandhu
Senior Legal Counsel