

**Complaints about online group purchases  
received by Consumer Council since 2009**

	No. of complaints	Amount of money involved	Reasons for complaints
Q1, 2011	11	\$10,998	Failure to obtain/use services or goods after payment (7 cases); disputes over quality of services or goods (4 cases)
2010	2	\$2,800	Dispute over price of services (1 case); inability to secure appointment of services after payment (1 case)
2009	1	\$80	Failure to obtain goods after payment