



Speech by

**Mr JIM PEARCE**

**MEMBER FOR FITZROY**

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Hansard 17 September 1998

#### **FAI HOME SECURITY**

**Mr PEARCE** (Fitzroy—ALP) (10.22 p.m.): I rise today to bring to the attention of the House what I consider to be the unethical behaviour of the selling and canvassing practices of FAI Home Security. I have received a number of complaints about this company. I have given the company the courtesy of writing to it about my concerns, but to date I have received no response to the two letters that I have written.

FAI Home Security misrepresents the facts about local crime such as home break and enters in an attempt to frighten home owners into signing up for a home security system. I have received complaints about the standover tactics of some sales representatives who have been described as pushy and insulting.

One complaint related to an FAI Home Security salesperson using the name of a constituent as a reference without her knowledge. I am told that FAI Home Security has used a private list of women's names to make contact with them. That has caused a lot of concern, and I can understand why. Those women are all members of the Nursing Mothers Association. They are very protective of their group for privacy reasons and the actions of FAI Home Security in using some of those names as a reference is causing personal embarrassment. There are real concerns as to how FAI got its hands on the list of names. FAI has been contacted by one aggrieved woman. The company has made promises to cease the use of the list as a contact list and has promised that this will never happen again.

The way that FAI Home Security does business leaves a lot to be desired. I call on the company to cease immediately this unacceptable behaviour and to apologise to those women who have had their names slurred by the actions of a company that is more interested in profits than a responsible and respectable approach to doing business. Those women are very upset about what has been happening. They feel as though their privacy has been invaded. The actions of the company in pursuing people over the telephone and misusing people's names as references is a disgrace.

Time expired.

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