



Queensland
Government

Office of Fair Trading
Department of Employment,
Economic Development and
Innovation

Investigation file number

I-2012-00755

Work unit

BRIS-INV.

(N/E) (S/W)

Inspector

Allocation date

Cassie McAlind

2 April 2012

Scott Allen

9 May 2012

Complaint file number

C-2012-03715

Sch4/3/3

INVESTIGATIONS

Trader's details

KAR LAND PM LTD

T/A

Name:

WEBUYANYCAR

Address:

3475 PACIFIC HWY

SPRINGWOOD QLD 4127

Phone:

1300 592 422

Result due date:

01 - JUL - 2012

Completion date:

Destruction date:

5

5

7

0

0

12

BAR CODE

COMPLIANCE AND ENFORCEMENT FRAMEWORK REVIEW

Compliance Officer:	Section 5 - Review C & E Framework	Approving
Yes / No / NA	Complainant has been contacted to confirm allegations	Yes / No / NA
Yes / No / NA	All breaches & entities have been identified and entered on MACS	Yes / No / NA
Yes / No / NA	Significant factors (e.g.: media interest) been identified & reported	Yes / No / NA
Yes / No / NA	All Avenues of investigation have been undertaken	Yes / No / NA
Yes / No / NA	File Notes have been maintained, Signed where appropriate and attached to the file	Yes / No / NA
Yes / No / NA	Appropriate investigation methodology was applied	Yes / No / NA
Yes / No / NA	Sufficient evidence exists to support the recommendations	Yes / No / NA
Yes / No / NA	Documents Exhibits have been recorded and stored appropriately	Yes / No / NA
Yes / No / NA	Emerging issues or trends been identified and reported	Yes / No / NA
Yes / No / NA	Policy decisions or public interest factors (e.g. Legal opinion) are filed	Yes / No / NA
Yes / No / NA	Complainant had been notified of the outcome Phone/Email/Letter	Yes / No / NA
Yes / No / NA	Any redress has been confirmed and details included on MACS	Yes / No / NA
Yes / No / NA	Trader letter in support of enforcement action is attached	Yes / No / NA
Yes / No / NA	MPS timeframes have been met	Yes / No / NA
Yes / No / NA	Investigations has been finalised on MACS	Yes / No / NA
Yes / No / NA	Matter need to be referred to a higher authority for info/action	Yes / No / NA

CLOSURE

Compliance Officer:	CASS McMAHON	Compliance Officer:
Date:		Date:
Signature:		Signature:

Padaly
0421371756

Paul Manche

New
Spreadsheet analysis
of Karland files
re: agreements
pay.
Norm.

Complaint Ref.	Date Received	Complainant	Payment due within 10 days	Payment due after 10 days	No payment terms provided by Complainant	No File on Hand
C-2012-06617	31-May-12	Sch4/3/3	✓			
C-2012-07776	28-Jun-12			✓		
C-2012-08568	18-Jul-12					✓
C-2012-05057	23-Apr-12		✓			
C-2012-08079	6-Jul-12			✓		
C-2012-10096	24/08/2012				✓	
C-2012-05207	26-Apr-12				✓	
C-2012-04210	30-Mar-12					✓
C-2012-09419	7/08/2012		✓			
C-2012-08999	27-Jul-12		✓			
C-2012-05343	29-Apr-12				✓	
C-2012-08265	11-Jul-12		✓			
C-2012-08303	12-Jul-12					✓
C-2012-07903	2-Jul-12			✓		
C-2012-09515	8/08/2012		✓			
C-2012-08768	23-Jul-12			✓		
C-2012-07985	2-Jul-12					✓
C-2012-08356	13-Jul-12			✓		
C-2012-10406	2/09/2012		✓			
C-2012-08758	23-Jul-12					✓
C-2012-08883	26-Jul-12		✓			
C-2012-05495	8-May-12		✓			
C-2012-08850	25-Jul-12		✓			
C-2012-07824	29-Jun-12		✓			
C-2012-08180	7-Jul-12		✓			
C-2012-08652	19-Jul-12		✓			
C-2012-08764	23-Jul-12		✓			
C-2012-09323	3/08/2012		✓			
C-2012-08841	31-Jul-12		✓			

C-2012-08840	25-Jul-12	Sch4/3/3		✓			
C-2012-06367	24-May-12			✓			
C-2012-08958	26-Jul-12			✓			
C-2012-08489	16-Jul-12			✓			
C-2012-10337	30/08/2012				✓		
C-2012-04728	16-Apr-12			✓			
C-2012-08289	12-Jul-12					✓	
C-2012-09452	9/08/2012			✓			
C-2012-05346	1-May-12			✓			
C-2012-09091	30/07/2012			✓			
C-2012-08125	9-Jul-12			✓			
C-2012-09423	7/08/2012					✓	
C-2012-09503	9/08/2012					✓	
C-2012-08842	25-Jul-12			✓			
C-2012-08852	25-Jul-12			✓			
C-2012-09395	7/08/2012					✓	
C-2012-08716	27-Jul-12					✓	
C-2012-07172	12-Jun-12				✓		
C-2012-09683	14/08/2012				✓		
C-2012-08750	23-Jul-12			✓			
C-2012-03715	20-Mar-12					✓	
C-2012-09403	7/08/2012				✓		
C-2012-09090	30/07/2012			✓			
C-2012-06915	7-Jun-12			✓			
C-2012-07634	26-Jun-12					✓	
C-2012-09604	13/08/2012			✓			
C-2012-07972	3-Jul-12					✓	
C-2012-09422	7/08/2012				✓		
C-2012-09421	7/08/2012					✓	
C-2012-07974	3-Jul-12				✓		
C-2012-05285	27-Apr-12			✓			
C-2012-09477	8/08/2012			✓			

C-2012-06307	23-May-12	Sch4/3/3	✓			
C-2012-06041	10-May-12				✓	
C-2012-04940	19-Apr-12		✓			
C-2012-08957	27-Jul-12			✓		
C-2012-07859	2-Jul-12		✓			
C-2012-09177	31/07/2012		✓			
C-2012-08714	27-Jul-12				✓	
C-2012-07515	21-Jun-12		✓			
C-2012-08044	5-Jul-12		✓			
C-2012-05803	11-May-12		✓			
C-2012-06541	30-May-12			✓		
C-2012-05138	24-Apr-12		✓			
C-2012-11085	20/09/2012			✓		
C-2012-09318	3/08/2012			✓		
C-2012-07481	20-Jun-12		✓			
C-2012-10876	14/09/2012			✓		
C-2012-08251	11-Jul-12			✓		
C-2012-08889	26-Jul-12			✓		
C-2012-08053	5-Jul-12		✓			
C-2012-05062	23-Apr-12		✓			
C-2012-08948	26-Jul-12			✓		
C-2012-08694	20-Jul-12				✓	
C-2012-09087	30/07/2012		✓			
C-2012-09256	2/08/2012				✓	
C-2012-08502	16-Jul-12			✓		
C-2012-09027	27-Jul-12			✓		
C-2012-09280	2/08/2012				✓	
C-2012-08739	23-Jul-12				✓	
C-2012-09029	27-Jul-12		✓			
C-2012-08209	10-Jul-12			✓		
C-2012-07605	26-Jun-12		✓			
C-2012-04975	20-Apr-12		✓			

FILE INDEX AND **EVIDENCE MATRIX**

© who did not sell vehicle

Sch4/3/3

→ write advise NFA
- disclaimer on web
= no breach,
→ close © file.

OFFICE OF FAIR TRADING

INVESTIGATION FILE INDEX

KARLAND PTY LTD T/AS WEBUYANYCAR
Directors-Richard David Burbage & Armand Daiga

	Date	Description	From	To	Criminal Discovery
		Folder 1			
1.		REPORTS			
1		File Index			Y
2					
2		INFORMATION SOURCE			
A		Source 1 (Complaint #)			
1		Complaints referred to Investigations Branch by CALLI for further investigations relating to business activities of the motor dealer. The dealer has 2 car yards situated at (1) <u>3475 Pacific Highway Springwood</u> and (2) <u>63 Ferry Rd Southport</u> respectively.			
2					
3					
4					
5					
6					
7					
8					
9					

B.		Source 2 (Complaint #)			
1					
2					
3					
4					
5					
6					
7					
8					
9					
3		PARTIES – UNDER INVESTIGATION			
A		Investigated Party 1			
1					
2					
3					
4					
5					
6					
7					
8					
9					
9.1					
9.2					
9.3					
10					
B		Investigated Party 2			
1		)			
2					
3					
4					
5					
6					
7					
8					
9					
4		PARTIES - OTHER			
A		Other Party 1			
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2					
3					
4					
5					
B		Other Party 2			

1					
2					
3					
4					
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6					
7					
8					
9					
5		INTERNAL ADMINISTRATION			
1					
2					
3					
4					
5					

OFFICE OF FAIR TRADING

INVESTIGATION FILE INDEX

KARLAND PTY LTD T/AS WEBUYANYCAR
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2		<u>Complaint No. C-2012-04975</u> 			
3		<u>Complaint No.C-2012-04940-</u> 			

4		<u>Complaint No. C-2012-05138</u> Sch4/3/3 [REDACTED]			
5		<u>Complaint No. C-2012-05062</u> [REDACTED]			
6		<u>Complaint No. C-2012-03715</u> [REDACTED]			
7		<u>Complaint No. C-2012-05285</u> [REDACTED]			
8		<u>Complaint No. C-2012-05285</u> [REDACTED]			
9		<u>Complaint No. C-2012-05285</u> [REDACTED]			
10		<u>Complaint No. C-2012-04728</u> [REDACTED]			
11		<u>Complaint No. C-2012-00755</u> [REDACTED]			
12		<u>Complaint No. C-2012-05495</u> [REDACTED]			
13		<u>Complaint No. C-2012-05803</u> [REDACTED]			
B.		Source 2 (Complaint #)			
1					
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9					
3		PARTIES – UNDER INVESTIGATION			
A		Investigated Party 1			
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9.2					
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B		Investigated Party 2			
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4		PARTIES - OTHER			
A		Other Party 1			
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5					
B		Other Party 2			
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INVESTIGATION PLAN

1. Complaint/allegation(s)	
2. Issue(s) for investigation	
3. Standards/tests to apply (What are the standards/tests required to be met by the agency? e.g. legal, policy, etc)	
4. Avenues of investigation	
5. List of documents to be obtained	Date
6. Persons to be interviewed and/or sites to be inspected, resources required	Date
7. Expert opinion required (e.g. medical, legal, accounting, etc)	
8. Steps taken to ensure procedural fairness – e.g. report to complainants on adverse comment/give opportunity to respond to facts	
9. Other	
10. Estimated completion	Date

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instant car valuation

F

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Just use the dropdown boxes to the right to find your vehicle. When we have a match a pink button will appear, just click it to value your car.

Car Make...	Car Year...
Car Model...	Car Variant...
Car Series...	Body Style...
Transmission...	Engine Type...
Engine Size...	Number of Cylinders...

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4. Book an appointment
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2. 1992 RENAULT 19 TXE
3. 1991 HYUNDAI EXCEL SPRINT X2
4. 2007 SUBARU FORESTER X COLUMBIA
5. 1999 MITSUBISHI LANCER VR-X CE

CA S

Springwood, QLD
1300 592 422
3475 Pacific Highway Slacks
Creek QLD 4127

Strathfield, NSW
1300 592 422
Cnr of Parramatta Rd &
Roberts St Strathfield NSW
2135

Rockdale, NSW
1300 592 422
71-73 Jubilee Avenue Rockdale
NSW 2218

Blacktown, NSW
1300 592 422
192 Sunnyholt Rd Blacktown
NSW 2148

Gold Coast, QLD
1300 592 422
63 Ferry Rd Southport QLD
4215

Sunshine Coast, QLD
1300 592 422
704 Nicklin Way Currumbundi
QLD 4551

one

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estimonials

Contact

Value Your Car

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Car Trade-in

Locations

CA S 1 00 92422

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Car Trade-in

Queensland (QLD)

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Instant Car Value

Western Australia (WA)

Tasmania (TAS)

Northern Territory (NT)

Australian Capital Territory (ACT)

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Website Design, Development, SEO and Media by [DAEM](#)



Investigation Detail		Investigation No: I-2012-00755			
Outcome: Outcome Date:	Total Amount Sought 0 Total Amount Obtained:				
Prod/Ind/Cond					
Product					
Category: DISTRIBUTIVE TRADE SERVICES; FOOD/BEV. SERVING; TRANSPORT; UTILITIES; LODGING Sub-Category: RETAIL TRADE SERVICES Type MOTOR VEHICLE SALES					
Industry Group					
Category: RETAIL TRADE Sub-Category: MOTOR VEHICLE RETAILING AND SERVICES Type MOTOR VEHICLES SALES					
Conduct					
Category	Sub-Category	Type			
CONDUCT	MISLEADING/DECEPTIVE CONDUCT NEC	MISLEADING/DECEPTIVE CONDUCT NEC			
CONDUCT	FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY	FAILURE TO ACT HONESTLY, FAIRLY AND PROFESSIONALLY			
Evidence					
Ref	Type	Collection Method	Date Collected	Storage Location	
Witnesses					
Name	Type	Witness Name	Type	Status	Outcome
Legal Action					
Ref	Type	Date Initiated	Status	Status Date	Trader

Complaint Assessment Form

Possible Breach of Legislation

Yes / No

Investigation / Conciliation / Referral

Legislation

ACL

Section Number

29

Allocated Office

CMU

Assessment Notes:

check website & wording
contact 'C'
contact 'T'

Existing Complaints

Yes / No

Risk to Disadvantaged

Yes / No

Broad Consumer Base

Yes / No

Emerging Trend

Yes / No

Enforcement History

Yes / No

Priority

High / Medium / Low

Complexity

High / Medium / Low

Assessed Category

(refer Breach Category Schedule)

0 / 1 / 2 / 3 / 4

Assessment Clarification:

Assess. Officer:

Keith Byrne	
Debbie Walters	
Cameron Hargrave	

TREVOR COOK 28/3

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[ASIC Free Company Name Search](#)
[ABN Lookup - Current details](#)

[www.webuyanycar.com.au/sell-your-car/station/springwood](#)

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[We Finance Any Car](#)
[We Sell Any Car](#)
[We Buy Any Car](#)

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[TESTIMONIALS](#)
[CONTACT](#)

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We Buy Cars and help you sell your car all across Queensland. Just click on your suburb below for the nearest yard and contact details to get in touch!

Your nearest branch locations are:

Springwood - 9 km 1300 592 422 3475 Pacific Highway/Steels Clark QLD 4127	Cold Coast - 40 km 1300 592 422 63 Fern Rd/Point Rd 4215
Sunshine Coast - 90.3 km 1300 592 422 704 Heekin Way/Commuter QLD 4571	Blacktown - 712.6 km 1300 592 422 192 Sunnyhol Rd/Blacktown NSW 2148
Southfield - 719 km 1300 592 422 Cnr Of Paramatta Rd & Rockers Rd/Stratfield NSW 2125	Parramatta - 727.9 km 1300 592 422 71 73 Jubilee Avenue Parramatta NSW 2218

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LAST NAME *

EMAIL *

MOBILE *

POSTCODE *

MESSAGE *

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* Required

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[MAGNET PRODUCTION](#)
[Sell Your Car in Springwood](#)
[FREE - PARROT.COM](#)
[Cookbooks - Musing](#)

[D](#)
[9](#)
[24](#)
[TV](#)

2:07 PM

BUSINESS NAMES EXTRACT - Queensland

Created on 23 March 2012 at 01:59PM

Business Name: WEBUYANYCAR

Registration Number: BN22308428

Business Status: REGISTERED

Date Registered: 16/01/2012

Date Business Commenced: 23/01/2012

Nature of Business: CAR YARDS

Renewal Date: 16/01/2013

Principal Place of Business (current):

Address: 1339 LOGAN ROAD MOUNT GRAVATT QLD 4122

Start Date: 16/01/2012

Other Place(s) of Business (current):

Address: 407 NICKLIN WAY CURRIMUNDI QLD 4551

Start Date: 16/01/2012

Address: 63 FERRY ST SOUTHPORT QLD 4215

Start Date: 16/01/2012

Postal Address (current):

Address: PO BOX 678 SPRINGWOOD QLD 4127

Start Date: 16/01/2012

Person(s) Carrying on Business (current):

None

Corporation(s) Carrying on Business (current):

Corporation Name: KAR LAND PTY LTD

Start Date: 16/01/2012

Corporation Registration Number: 151 433 528

Address: MOBILITY ACCOUNTING SOLUTIONS U 2 43-49 BUTTERFIELD ST HERSTON QLD 4006
as at 30-NOV-11

Documents Lodged:

Document Type	Date Lodged	Date Processed
Registration Of A Business Name	16/01/2012	16/01/2012

DISCLAIMER FOR BUSINESS NAMES EXTRACT

The Administrator of the Business Names Act and every person acting on its behalf disclaims any liability for loss or damage arising from any error, omission or defect in the computer produced extract or the information contained herein, whether resulting from negligence, default or otherwise however so caused or resulting.

Company Information

BACHCO

Identifiers Details Addresses Officers

Organisation Number	151433528	Organisation Name	KAR LAND PTY LTD	More...
Previous State Type		State of Incorporation	QLD	
Registration Date	10/06/2011	Place of Incorporation		
ABN	51151433528	Heading Text	ACN	
		Formatted Organisation Number	151 433 528	

Previous Exit

Company Information

CITEC

BACHCO

Identifiers

Details

Addresses

Officers

Start Date	End Date	Name	Name Start Date	StatusType	Cis	Deregistered Date	Reason
10/06/2011		KAR LAND PTY LTD	10/06/2011	REGD	APTY	LMSH	

Company Information

BACHCO

Identifiers
Details
Addresses
Officers

Detail	Address	Address	Address
Type	Start Date	End Date	Type
C	10/06/2011		RG
C	05/07/2011		PA

MOBILITY ACCOUNTING SOLUTIONS, U 2, 43-49 BUTTERFIELD RD, SLACKS CREEK, QLD, 4127

Company Information



BACHCO



Identifiers

Details

Addresses

Officers

Detail	Appointment	Cease	Officer Name	Officer	Officer	
Type	Role	Date	Date	(Person)	Birth Details	Org Num
C	DR	10/06/2011		BURBAGE RICHARD DAVID	Sch4/3/3	
C	DR	10/06/2011		DAIGA ARMAND		



Trader Profile

Trader Details

Entity Name: KAR LAND PTY LTD
Postal Address: 1339 LOGAN RD
MOUNT GRAVATT QLD 4122
Corp Phone: 07 3347 2222
Fax: 07 3347 2223
Email: K.EDWARDS@KARLAND.COM.AU
Web Address:

Business Details

Business No: BN22308428
Business Name: WEBUYANYCAR
PPOB Address: 1339 LOGAN RD
MOUNT GRAVATT QLD 4122
OPOB Address: 3465 PACIFIC HIGHWAY
SPRINGWOOD QLD 4127
OPOB Address: 63 FERRY RD
SOUTHPORT QLD 4215
OPOB Address: 704 NICKLIN WAY
CURRIMUNDI QLD 4551
B/H Phone: 1300592422
A/H Phone:
Web Address:

Business No:
Business Name:
PPOB Address: 1339 LOGAN RD
MOUNT GRAVATT QLD 4122
B/H Phone:
A/H Phone:
Web Address:

Licensing Particulars

Class Name	Licence No	Role	Status	Status Date
MDC-MOTOR DEALER CORPORATION	<u>3477716</u>	LICENCE HOLDER	LICENSED	20-JUL-2011



Trader Profile

Related Entities

Entity Name	Address	Type	Relationship
<u>ARMAND DAIGA</u>	HIGHWAY AUTO GROUP PO BOX 678, SPRINGWOOD QLD 4127 Sch4/3/3	POSTAL	EXECUTIVE OFFICER
<u>RICHARD DAVID JOHN BURBAGE</u>		RESIDENTIAL	
		POSTAL	LICENSED DIRECTOR
		RESIDENTIAL	

Compliance Check History

Ref #	Date Checked	Type of Check	Outcome	Outcome Date
<u>P-2011-02256</u>	09-AUG-2011	EDUCATION VISIT	TRADER COMPLIANT - NO BREACHES DETECTED	09-AUG-2011

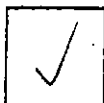
'SEARCHES'

This is a mandatory form that requires each search box ticked as part of the Office of Fair Trading quality assurance.



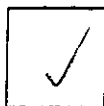
1. MACS

- 1st step – check if complaint already exists;
MACS>compliance>complaint>complaint SEARCH;
- Key in surname and first initial (in case keyed on incorrectly).
- 2nd step – Start keying in the complaint.
- **NB:** all Real Estate Agents and Motor Dealers should be licensed with details already on MACS;
- MACS>compliance>complaint>complaint DETAILS;
- Type in consumer details, then next tab:
- Type in first name of the trader only (eg; Harvey Norman; Samsung; or Ray White (with no suburbs/towns added);
- Scroll down to the appropriate business name/trader entity with the correct address. If the business name is registered, the trader should have their BN listed against their name. Write BN number on checklist;
- ACN numbers not shown – when a company name is found on an existing complaint in MACS, search ASIC to find the ACN number. (eg. Samsung search would bring up Samsung Electronics Australia Pty Ltd.) Write ACN number on checklist, print details of company from BACHCO.
- If the trader is a Real Estate Agent/Motor Dealer;
- Choose the correct trader listed in MACS, use the right return arrow to bring details 'around', then the license numbers should appear on the screen. Write number on checklist and print details.
- Search>entity search>
- If individual, leave 'TYPE' as individual, key in license number or first initial and surname.
- If company, the 'TYPE' field should be changed to 'CORPORATION'.
- **ALL PRINTOUTS SHOULD BE TRADER PROFILE.**



2. ASIC

- Go to National Names Index, type in the correct Company name, highlight the number, then go to BACHCO. If trader has not been registered on MACS, do searches on ASIC and BACHCO.



3. BACHCO

- TO PRINT:
- Go to 'Extracts' and type in the Business Number and print out the extract.
- If proprietor of the business name is a company, write down the ACN number on the checklist and print company details.
- Go to 'Retrieve Company Details', type in the ACN number and print details.