



PRESS RELEASE

FCCC Launches Web App And Live Website Chat For Complaints During COVID-19 Crisis

Tuesday 21 April 2020

Fijians can now lodge breaches of consumer rights through the Fijian Competition and Consumer Commission's (FCCC) new web app by visiting FCCC.APP on any browser, or live website chat on fccc.gov.fj. This was implemented to address the increased number of issues and queries from Fijians during the COVID-19 crisis.

"We want Fijians to have accessibility via a multitude of platforms and, leveraging the technology available to us, have implemented systems to enable you to report any breaches of your rights," said FCCC CEO Joel Abraham.

"These platforms also ensure Fijian consumers receive quick responses and speedy resolutions for their queries or complaints."

"We have established a COVID-19 Special Response team to monitor all queries and complaints on a daily basis received on these platforms as our aim is to provide as much assistance as we can to all those affected directly during this pandemic."

FCCC is an independent statutory authority whose role is to enforce the Fijian Competition and Consumer Commission Act 2010, promote competition, promote fair trade, regulate prices in markets where competition is lessened or limited, and regulate monopolistic market situations including national infrastructure for the benefit of all Fijians.

For more information/details please contact the FCCC on 8921991. Send complaints by emailing on complaints@fccc.gov.fj and business@fccc.gov.fj and also through Join

FijianConsumers <https://invite.viber.com/?q2=AQAloO6iaq%2FBu0s5zFfAGbKmcpiqA272rSa32Kkm7a7%2FBQ472B7D0QcWqgo4t0%2Bt> on Viber. Follow us on Facebook for the latest news.

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