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**From:** Reagan Or [REDACTED]  
**Sent:** Tuesday, June 13, 2023 4:24 pm  
**To:** Consultation  
**Cc:** Marco Yu; ping orr  
**Subject:** CE/03JJ

Case Reference Number: CE/03JJ

Reagan Or  
President Of Business Development  
Taste Of Asia

Competition Commission  
19/F, South Island Place  
8 Wong Chuk Hang Road  
Wong Chuk Hang, HONG KONG

Dear Members of the Competition Commission,

I am writing on behalf of Taste Of Asia, a leading restaurant group operating 271 establishments across Hong Kong. We have been partners with Foodpanda for an extensive period, and we closely follow your investigations into the practices of food delivery platforms.

We appreciate the efforts made by the Commission to ensure fair market competition and the opportunity to submit our thoughts on the proposed commitments by Foodpanda and Deliveroo.

In light of your investigation, we attempted to negotiate a non-exclusive contract with Foodpanda in order to diversify our online presence across other platforms. However, we were quoted an unacceptable commission rate of [REDACTED] for the non-exclusive contract. When we communicated our dissatisfaction, [REDACTED] from Foodpanda responded, stating that "The non-exclusive commission rate practice will not change but only not applicable when the restaurant works with a small market player and is in exclusive status with a major player when the HKCC suggestion is effective."

This response is disheartening as it suggests Foodpanda may not fully embrace the spirit of the proposed commitments to foster a truly competitive environment, particularly for businesses like ours that have a broad consumer base and seek flexibility in partnerships.

We fully support the proposed commitments, especially amending the Exclusive Terms and Breach of Exclusivity Provisions. The flexibility to partner with multiple platforms without losing commercial incentives is crucial for maintaining a robust and diverse food and beverage industry in Hong Kong. It encourages competition, offering consumers more choice and potentially better pricing.

We urge the Commission to ensure that these commitments are strictly enforced and monitored for compliance, to promote a healthier competitive environment.

Thank you for considering our viewpoint and your commitment to maintaining a fair and competitive landscape for online food delivery services in Hong Kong.

Yours sincerely,

Reagan Or  
President Of Business Development  
Taste Of Asia