

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, 27 July 2021 12:49 PM  
**To:** Digital Monitoring  
**Subject:** Online marketplace inquiry submission

**Categories:** Actioned

Hello

I want to submit my experience with online marketplace eBay to your inquiry.

I am an eBay customer. I signed up to their eBay plus program for \$4.99/month. But I changed my mind after 10 minutes and asked them to cancel and refund.

They refused to provide a refund and said that I was locked in for a month even though I contacted them in the next 10 minutes.

Please let me know if you need any more information from me.

Thanks

[REDACTED]  
[REDACTED]  
[REDACTED]