

Roy, Lauren

From: Blanch, Belinda on behalf of Adjudication
Sent: Monday, 21 April 2008 10:27 AM
To: Chisholm, Shane; Roy, Lauren
Subject: FW: EBAY - new payment policy [SEC=UNCLASSIFIED]
Categories: SEC=UNCLASSIFIED
ACCC Classification: SEC=UNCLASSIFIED

From: Kerry Hunter [redacted]
Sent: Sunday, 20 April 2008 2:08 PM
To: Adjudication
Subject: EBAY - new payment policy

**EXCLUDED FROM
PUBLIC REGISTER**

To whom it may concern.

I am a seller and buyer on ebay. I do not own a business nor operate one within ebay.

I am very unhappy about the proposed change to payments as I mostly use direct debit and find this a very safe and secure method of payment for both sides.

They (ebay) have already made changes that ensure it receives additional profits from our sales and I feel this is just another money making scam.

I would like to lodge a complaint against EBAY International with regard to the payment policy.

Kind Regards

Kerry Hunter

Mobile:

- as of 21 May 2008, all items listed for sale on eBay.com.au must offer PayPal as one of the payment methods; and
- as of 17 June 2008, all items listed for sale must only offer payment via PayPal (or credit card transactions processed by PayPal) or cash on delivery.

Ebay is introducing a new payment policy effective from 17th June whereas the only form of payment allowed to be accepted on Ebay Australia will be Paypal. Ebay is falsely claiming that payments made by cheques or money orders, bank deposits or internet transfers or direct credit card payments are unsafe and insecure.

The Paypal Seller Protection Policy only applies to Verified Business and Premier Accounts, therefore, parcels sent by small time sellers will probably not be protected by Paypal.

Increased handling charges.

All sellers will raise their handling charges to help cover the extra expense incurred by being forced to accept Paypal.

Increased postage charges.

In order to receive Seller Protection from Paypal in cases of Item Not Received Disputes, proof of delivery is required. This means that normal postage will no longer be available for all parcels sent with Australia Post as sellers must have a minimum of registered post, at an extra cost of \$2.60.

No virus found in this outgoing message.

Checked by AVG.

Version: 7.5.524 / Virus Database: 269.23.2/1387 - Release Date: 19/04/2008 11:31 AM

22/04/2008