

## Roy, Lauren

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**From:** Blanch, Belinda on behalf of Adjudication  
**Sent:** Friday, 18 April 2008 3:02 PM  
**To:** Chisholm, Shane; Roy, Lauren  
**Subject:** FW: Ebay [SEC=UNCLASSIFIED]

**Categories:** SEC=UNCLASSIFIED  
**ACCC Classification:** SEC=UNCLASSIFIED

-----Original Message-----

**From:** ColinGriffiths [redacted]  
**Sent:** Friday, 18 April 2008 2:16 PM  
**To:** Adjudication  
**Subject:** Ebay

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I understand that the ACCC is receiving submissions regarding an eBay proposal to no longer accept direct deposit and other forms of payment for transactions, but intends to force the vendor/purchaser to use Paypal.

I have not had a good experience with eBay in terms of credit card transactions. Without going into detail I found it impossible to actually speak to someone at eBay about the issue and could only deal with them by email and each time got shunted to a different person. It is not a customer friendly organisation and in the end I lost a payment of about \$260.00.

I regularly buy books and stamps on eBay and I find the system of direct deposit to make a payment works very well. There is a direct relationship between me as the purchaser and the vendor without the need of a third party getting involved. The security of the transaction is absolute. I would regard a change to force me to use Paypal as a removal of this relationship and a retrograde step. I anticipate that if it is effected I will no longer wish to use eBay. I hope that you disallow this proposal.

Colin Griffiths

[redacted]

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