

Roy, Lauren

From: Blanch, Belinda on behalf of Adjudication
Sent: Monday, 21 April 2008 10:47 AM
To: Chisholm, Shane; Roy, Lauren
Subject: FW: Submission from J Johnson regarding Ebay PayPal [SEC=UNCLASSIFIED]

Categories: SEC=UNCLASSIFIED
ACCC Classification: SEC=UNCLASSIFIED

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

From: John Johnson [REDACTED]
Sent: Saturday, 19 April 2008 7:35 PM
To: Adjudication
Subject: Submission from J Johnson regarding Ebay PayPal

**EXCLUDED FROM
PUBLIC REGISTER**

Sir/Ma'am

I am John Matthew Johnson
of 12/1 Montana Cresent Riverwood NSW Australia

I wish to stae the following regarding Ebay and PayPal and my fears.

I live in a Public housing area, i am a disabled ex serviceman. I buy a lot on ebay
but only sold one item ever.

the item arrived in washington state but was lost temerarily buy the courier DHL. it
was delivered 3 days later.

2 months later Paypal put a stop on my account which had \$891 in it (my pension and
the payment for the item) they withdrew \$870:55

they have only ever stated the it was a "suspicious transaction" the total value of
which was \$289 AUD or at the time \$261 USD.

i cannot call them they dont have a listed number other than a recorded message
service.

i can email them but i only receive a automated reply that states my rights (none) and
force me through a online system that goes around and around for such a time , i
beleive is to stall the process long enough so the time for reporting your complaint
is passed.

I have never received any explanation why.

to the ACCC.. i was selling my medals to collectors because i need funds to pay for
medications. instead of saving money i was robbed

but because its a company i cant call the police they cant do anything i must sue in
america then they are based in switzerland so i have to win in both places to get a
refund.

i did not eat that week , i did not get my medications i was \$891 down.

I still had to pay my public housing rent i still had to pay bills so i sold more
things to cover the loss. but not by internet.

Ebay is ok it allows you a greater audience to sell and buy from but when they
control how you pay and have total rights over taking your money from your account
when ever they feel like it its dangerous

folks thats too much power and they have abused the power they have now.

Wiggles tickets where supposed to be \$55 for a deal that allowed me a pensionerr to
take 2 kids. this on the internet was \$175 on ebay as they beat the government in

court and made ticket scalping legal providing ebay and paypal get a 12% cut.

again too much power. tickets have not got cheaper, they have 12% from ebay minimum on top and another fee from Paypal the scalpers load on.

Ebay today with its current structure has not given to police any voluntary info if the dealer in question has paid all fee's, the two they have volunteered to the police both owed paypal fee's.

fact.

In my close area (600 meters) i know 3 other people ripped off buy paypal and 2 people by ebay. thats too high !!!

its common but people cant do anything for a hundred dollars or so, so you dont see it or hear it. its a silent crime but a crime indeed, please dont legalise these criminals any more.

they hurt me bad. it took a long time to recover from that.

when i think of how many i know (over 50 i'm sure) and then think of the rest of the nation this has got to be stopped and you folks have the responcability to do something to protect the consumer.

if not your signing a licence to steal from people.

John (jack) Johnson