

Roy, Lauren

From: Blanch, Belinda on behalf of Adjudication
Sent: Monday, 21 April 2008 11:34 AM
To: Chisholm, Shane; Roy, Lauren
Subject: **FW: Submission re: eBay International AG - Notification - N93365**
 [SEC=UNCLASSIFIED]
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From: Summers [REDACTED]
Sent: Friday, 18 April 2008 6:04 PM
To: Adjudication
Subject: Submission re: eBay International AG - Notification - N93365

**EXCLUDED FROM
 PUBLIC REGISTER**

Dear ACCC,

I respectfully request that you look very closely at the submission by eBay International AG regarding changes on their ebay.com.au website.

Point 1.

There is no doubt whatsoever that the changes proposed by eBay will not only result in lessening of competition, they will result in NO competition at all on the site.

Even the furphy of stating that sellers will be able to offer buyers "payment on pick-up" is patently misleading, as sellers are being forced to offer Paypal payment for pick-up items too, despite the fact that Paypal has stated categorically that there is NO possible way to prove delivery of a picked-up item to their satisfaction.

This in fact means that any buyer who pays by Paypal and picks up an item can go home, file a dispute for non-delivery via Paypal and they WILL win, no questions asked.

At the very least eBay/ Paypal must be made to allow sellers to accept other payment methods EXCLUDING Paypal for pick-up items to prevent the above scenario occurring.

For many years eBay had a different buyer protection scheme which covered items paid for using other payment methods, within their guidelines, and the removal of this protection was obviously a lead up to this forcing of Paypal on all members.

Point 2.

Some of the information above also applies to this point of discussion. Many sellers now offer other payment methods which are just as safe as Paypal, more so in many cases. There are also other online payment methods such as personal merchant facilities and Pay Mate which could be available to buyers if cred it cards need to be used. Credit card payment offers it's own protection in many instances.

There is no doubt at all that the public benefit from these changes would NOT outweigh the detriment.

This whole submission by eBay has no basis in fact. It is merely another attempt to line their own pockets by double dipping on sellers fees, and sellers will be forced to pay fees on their postage component of their income, something which they have little control over.

Few members mind being asked to include Paypal in their payment methods, however it is unacceptable to all to have this as the only payment choice available.

22/04/2008

Thank you for reading this submission.

yours sincerely,

Barb. Summers.