

Roy, Lauren

From: Blanch, Belinda on behalf of Adjudication
Sent: Monday, 21 April 2008 5:32 PM
To: Chisholm, Shane; Roy, Lauren
Subject: FW: eBay International AG exclusive dealing notification N93365,-interested party consultation [SEC UNCLASSIFIED] [SEC=UNCLASSIFIED]
Categories: SEC=UNCLASSIFIED
ACCC Classification: SEC=UNCLASSIFIED

From: Kathryn Samuels[]
Sent: Tuesday, 22 April 2008 6:57 AM
To: Adjudication
Subject: Re: eBay International AG exclusive dealing notification N93365,-interested party consultation [SEC UNCLASSIFIED]

**EXCLUDED FROM
PUBLIC REGISTER**

Dear Sir / Madam,

Please accept my submission opposing eBay International AG's intended restriction of acceptable payment methods.

The move to having Paypal (also owned by eBay) as the ONLY means of payment offered by eBay sellers is monopolistic, un-Australian, anti-choice. I sell full time on eBay and most of my customers are senior in years, they are not comfortable giving their payment details over the internet to a third party and as such prefer to use money order or bank deposit. They deserve the choice. Just as in every other area of banking and finance we have a choice. The same rule should apply to online auction site eBay.

The "cash on pick up" option is not applicable given that most eBay transactions are conducted on an interstate basis. Those in remote areas will also be placed at a disadvantage having even less choice than others. Over 60 % of my customers live outside the metropolitan area and I myself live in a rural area.

There is no benefit to the eBay buyer by allowing this change. There are no benefit for eBay sellers by allowing this change. The only entity that will benefit is eBay.

Here is an example of what happened to me during a paypal transaction – after this incident I choose not to deal with Paypal any longer.

I sold a shirt to a gentleman who according to his eBay and Paypal address was in the US. He went through checkout and asked for a postage quote to the US. I got back to him straight away and he proceeded to pay straight away via Paypal. I copied out the invoice (with the US address). As the payment appeared instantly in the account I packed the parcel off the post office that afternoon and email to advise that parcel was on the way.

Within 24 hours, I received an email from the buyer advising that he in fact did not live in the US but in NSW. He charged back immediately and got his money, the dispute process just didn't happen, I didn't have right of reply. The process was over before I knew it.

I rang Paypal and advised them of what had happened, I advised that I had a copy of the invoice with the Us address details on both Paypal and eBay.

The guy from Paypal just kept saying the same thing over and over again " UPS tracking number please, Ma'am, UPS tracking number please Ma'am. I thought I was talking to an animated service.

I said " I'm in Australia" - UPS tracking number please, Ma'am.

I said "We don't have UPS" - UPS tracking number please, Ma'am.

22/04/2008

I offered to fax through the invoices to show that I had sent the items to the address that was not only on eBay but also Paypal. The response was - UPS tracking number please, Ma'am.

Accepting the fact that this could go no further I let it be.

A few weeks later I received an email from the buyer, thanking me for the shirt and the refund. The comments were

" It's a great shirt and even better is the fact it was free"

" It took a while but came with my latest order of car parts from the US"

I rang Paypal back and again explained the situation to them and offered to forward a copy of the emails from the buyer which clearly stated that he not only got the item but was happy and had admitted committed fraud.

There response was " Could I have your UPS tracking number Ma'am"

I never accepted Paypal again - Shoplifting is stealing and it doesn't matter if it's online or in a B&M establishment. It appears that from my experience that Paypal and eBay condone it.

To allow eBay to accept paypal payments only would be a disgrace. I ask that you consider thoughtfully the actions of eBay and ask if it is in the best interests of the consumers of this nation or just the best interests of eBay's bottom line.

Sincerely yours.

Kathryn Samuels