

Roy, Lauren

From: Blanch, Belinda on behalf of Adjudication
Sent: Monday, 21 April 2008 11:33 AM
To: Chisholm, Shane; Roy, Lauren
Subject: **FW: Submission Regarding Ebay Application Exclusive Dealing**
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From: Barry Parker [REDACTED]
Sent: Friday, 18 April 2008 6:43 PM
To: Adjudication
Subject: Submission Regarding Ebay Application Exclusive Dealing

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PUBLIC REGISTER**

I believe that the notification by ebay for exclusive dealing is an affront to all users of ebay. The benefits of the proposed arrangements regarding customer safety and security would be zero and it would seriously infringe the choice of a consumer and a seller in the manner in which they conduct their business. The only reason ebay are introducing this practice is greed.

Paypal, the proposed payment gateway which would be the only permitted payment processor, is owned by ebay and allows them to 'double dip', raking in extra fees from sellers who are already paying high fees for using the ebay site to list and sell goods. The policy would eliminate competition between the payment gateway providers as it would disallow everyone else except ebay's own payment gateway.

The stated reasons for such a policy are a farce. Ebay and Paypal are not, and never have been, interested in customer service and do not give a hoot about customer security or safety. Their customer service is dismal and any enquiries to them, which is either via email or live chat feedback, is useless - garnering only a copied and pasted reply informing the customer to read a certain policy, often which does not address the issue. Ebay and Paypal are just as efficient as each other in washing their hands of customer complaints.

I have bought and sold, mostly sold, on ebay throughout the past 5 years, both here and to customers in the States. The listing fees are exorbitant and have increased constantly. You name it, ebay has a fee for it. Receiving payment for items via Paypal incurs another fee, depending on the final price of the item, the higher the price, the higher the fee. Paypal also pay a lower exchange rate than the market exchange rate, skimming off another profit from the seller's income. Approval of this policy would only guarantee a source of guaranteed future income from every single transaction that originates from their site. I've never had any problems with buyers paying by bank transfer or money order. In fact the only problems I've ever had with transactions was when the buyer paid via Paypal. The problems were never resolved because of the incompetence and lack of care from Paypal.

If this policy is brought in by ebay, I will close my account and will never use ebay ever again.

Regards
Barry Parker

22/04/2008