

Roy, Lauren

From: Petreski, Sonya on behalf of Adjudication
Sent: Wednesday, 23 April 2008 9:07 AM
To: Chisholm, Shane; Roy, Lauren
Subject: FW: EBAYS PROPOASAL TO LIMIT PAYMENT METHODS TO PAYPAL AND "CASH ON PICK-UP" [SEC=UNCLASSIFIED]
Categories: SEC=UNCLASSIFIED
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From: Sandsthroughtime [mailto:
Sent: Tuesday, 22 April 2008 7:25 PM
To: Adjudication
Subject: EBAYS PROPOASAL TO LIMIT PAYMENT METHODS TO PAYPAL AND "CASH ON PICK-UP"

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PUBLIC REGISTER**

Dear Sirs,

As a long standing member of the eBay community, both as a seller and a buyer, I wish to express my strong concerns regarding eBay's proposal to limit the choices in which buyers may transfer funds for item bought within the eBay system. This email is intended to register my protest against this limitation.

From experience I have found that a large percentage (guess-timated at approx 30 per cent) of my buyer's distrust any form of electronic fund transfer; either preferring to send an Australia Post Money Order or to go into a bank, pay the purchase price into my account directly and receiving a paper receipt. Any limitation in the payment choice will lead to a reduction of the available buyers within the eBay market and thus a loss of sales for the sellers .

Typically affected buyers would be from rural communities where access to shops is not readily available (their only access to items is via the internet) and payment is made on their periodical visit to town, the house bound collector who relies on their carer to physically deposit the money at the bank or the elderly community who distrust the electronic fund transfer (likewise preferring to go to an actual bank).

It is unconstitutional and goes against the grain of free choice for Australians and would appear to contravene the Fair Trade Practices Act. Buyers from Australia should be able to settle balances using the same wider choices that exist in other worldwide eBay markets and not have to endure detrimental changes to a system that is tried and tested.

eBay Australia's proposal to limit the method of payment to PayPal and 'cash on pick up' only is a blatant form of leveraging by eBay, who own PayPal. eBay's unfair commercial advantages and desires to force this proposal on a reluctant community of Australian buyers and sellers increases their commissions and earnings on each sale. From experience, the increase in commission on individual item sales would rise by 1.75% (PayPal average charges) or expressed another way an increase of approx 20 percent in listing costs. This puts the already struggling vendor at a commercial disadvantage.

eBay has explained in its various press announcements and via its notice board that the restriction in payment terms is designed to reduce the number of cases of fraudulent sales. As a regular buyer and seller with a cumulative total of approx 6000 trades I have never come across a situation where a matter cannot be resolved between the buyer and seller. Additionally I am in contact with a network of similar buyers/sellers who all report the same successful trading activities. Therefore eBay's defence of the action to implement the proposal on the grounds of trying to reduce fraud would appear to be a spurious argument

I would be pleased to respond to any follow up queries from your office and look forward to hearing from you in this regard.

Yours faithfully

Simon Lovett