

Roy, Lauren

From: Petreski, Sonya on behalf of Adjudication
Sent: Thursday, 24 April 2008 8:00 AM
To: Chisholm, Shane; Roy, Lauren
Subject: FW: Personal submission objecting eBay's PayPal forcing [SEC=UNCLASSIFIED]
Categories: SEC=UNCLASSIFIED
Attachments: Shopping on eBay is safe and fun; List for free* with PayPal; Win a Winter Holiday from PayPal
ACCC Classification: SEC=UNCLASSIFIED

From: ng.au [mailto:
Sent: Wednesday, 23 April 2008 9:56 AM
To: Adjudication
Subject: Personal submission objecting eBay's PayPal forcing

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Dear Commissioners,

I wish to lodge my objections to eBay's proposed changes forcing PayPal usage instead of Bank Deposits.

I have attached some of eBay's past marketing emails (I have deleted most) showing that there is no separation between these companies.

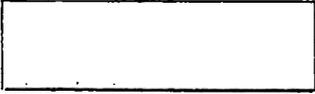
My reasons for my objection are;

- Since eBay has purchased Paypal they have been less supportive in resolving any issues that involve Bank Deposits. They now don't provide any level of protection & rebate since owning Paypal. To review their policy changes, please look at eBay's Buyer Protection documentation for these periods.
- eBay is generalising about the actual number of problems occurring by not providing the overall statistics of the total percentage of listings disputes that are occurring. All eBay are claiming is the Bank Deposits are having 4 times more selling disputes. The dispute statistics should be separated into categories for local & international transactions. By doing this, the number of local Bank Deposit disputes would be a lot lower.
- eBay is effectively increasing their listing fees by 20% to 30%. If they were serious about their reasons for stopping Bank Deposits, then they should compensate for this by reducing the eBay listing fee. If not, then they should allow PayPal competitors who provide the same level of protection to also be available, as this will help lower the commissions being charged.
- In the past there were periods of free listings on eBay if the Paypal was used as the preferred payment option. This offer occurred several times on eBay during 2005 and 2007. The duration of these promotion periods decreased as the PayPal usage increase & there has been none in 2008. These promotions show that the PayPal monopoly on eBay is anti-competitive as the promotions were only to increase the initial uptake of PayPal. Most of these emails have been deleted but I managed to find one example. Please see attached emails.

24/04/2008

I am available to provide further information if required.

Sincerely,
Nigel Grant



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