

**Roy, Lauren**

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**From:** Petreski, Sonya on behalf of Adjudication  
**Sent:** Thursday, 24 April 2008 8:00 AM  
**To:** Chisholm, Shane; Roy, Lauren  
**Subject:** FW: Notification N93365 [SEC=UNCLASSIFIED]  
**Categories:** SEC=UNCLASSIFIED  
**ACCC Classification:** SEC=UNCLASSIFIED

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**EXCLUDED FROM  
PUBLIC REGISTER**

**From:** Amanda & Andy Dixon [mailto:  
**Sent:** Wednesday, 23 April 2008 10:04 AM  
**To:** Adjudication  
**Subject:** Notification N93365

To Whom It May Concern.

I currently run a small business on Ebay selling new and secondhand books. I have only been doing this for a short time but it is proving very profitable (business is doubling each month) and hugely enjoyable.

Going by my accounts from last month, Ebay's decision to force my sellers into only accepting Paypal and pay on pickup will mean that I am going to lose approximately 65 customers a month who choose to pay another way.

I do use Paypal, as did the other 65 customers of mine last month but how can I compete with web-based bookstores that offer many ways of payments when I am limited to just these 2? Shouldn't I be the one to determine how my customers can pay me - not Ebay?

My major concern with this policy is that Ebay own Paypal. How can this be seen to be fair.

Not only does Ebay charge me fees when I list a book, and when I sell the book (I do not have a problem with this as I am using their website) but now I will also be paying them a fee when someone pays me, including the cost of the postage! This means, on average, I will be paying fees of a minimum \$1.47 everytime someone buys a book from me.

This might not seem like a lot of money but when I sell a book for \$7, take out the costs of buying the book (anywhere up to \$4), take out the \$1.47 fee, it doesn't leave me with very much money. I have only just started this business and, as I said previously, it is doubling every month - I can't see how Ebay's policy change is going to benefit my business. It certainly does not make it competitive with online book websites.

Please take mine, and all other applications, into account when you make your rulings. I understand Ebay is running a business but this is not the right way to go about it. They are taking away our right to compete in the on-line world and our ability to offer customers choice. As I said earlier, I will lose 65 customers a month who choose to pay in alternative methods.

Feel free to make this public.

Thanks for your time.  
Amanda Dixon (Ebay name: Laynesmum)

24/04/2008