

**Roy, Lauren**


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**From:** Blanch, Belinda on behalf of Adjudication  
**Sent:** Monday, 21 April 2008 10:29 AM  
**To:** Chisholm, Shane; Roy, Lauren  
**Subject:** FW: I wish to lodge an official complaint about the EBAY company ...  
 [SEC=UNCLASSIFIED]  
**Importance:** High  
**Categories:** SEC=UNCLASSIFIED  
**ACCC Classification:** SEC=UNCLASSIFIED

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 PUBLIC REGISTER**

**From:** [REDACTED]  
**Sent:** Monday, 21 April 2008 4:59 AM  
**To:** Adjudication  
**Subject:** I wish to lodge an official complaint about the EBAY company ...  
**Importance:** High

I wish to lodge an official complaint about the EBAY company ...

As you are aware, on 10 April 2008, eBay announced that:

- as of 21 May 2008, all items listed for sale on eBay.com.au must offer PayPal as one of the payment methods; and
- as of 17 June 2008, all items listed for sale must only offer payment via PayPal (or credit card transactions processed by PayPal) or cash on delivery.

As a purchaser I believe the following will be affected:

The Paypal Seller Protection Policy only applies to Verified Business and Premier Accounts, therefore, parcels sent by small time sellers will probably not be protected by Paypal.

Increased handling charges.

All sellers will raise their handling charges to help cover the extra expense incurred by being forced to accept Paypal.

Increased postage charges.

In order to receive Seller Protection from Paypal in cases of Item Not Received Disputes, proof of delivery is required. This means that normal postage will no longer be available for all parcels sent with Australia Post as sellers must have a minimum of registered post, at an extra cost of \$2.60.

I wish to state that paypal is no more secure. I had unauthorised transactions made on my account and was left to pay the costs of \$105.00 therefore as a consumer I prefer to use a direct credit (bank to bank) transfer. That is my right. I have every right to choose how I pay.

Should you wish to contact me I am available by return email or on

Regards

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