

Roy, Lauren

From: Petreski, Sonya on behalf of Adjudication
Sent: Tuesday, 22 April 2008 9:09 AM
To: Chisholm, Shane; Roy, Lauren
Subject: **FW: eBay International A.G. notification N93365 - interested parties consulted - 16 April [SEC=UNCLASSIFIED]**
Categories: SEC=UNCLASSIFIED
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From: Kevin [mailto:[\[REDACTED\]](#)] **EXCLUDED FROM PUBLIC REGISTER**
Sent: Monday, 21 April 2008 10:14 PM
To: Adjudication
Cc: Roy, Lauren
Subject: eBay International A.G. notification N93365 - interested parties consulted - 16 April

eBay's latest announcement regarding a PayPal only payment method will disadvantage the majority of elder Australian. Many are not as computer literate as the younger generation to be able to link their debit card, credit cards, bank accounts etc to a PayPal account.

Furthermore they should not have to loose out on the opportunity of purchasing items at low prices on eBay simply because of their. Many of them are pensioners and are trying to make ends meet. The continuing fuel increases have resulted in a steady rise in transport costs which in turn increases the prices of day to day items so it is imperative for them to be able save money wherever they can and eBay is one of those low priced venues.

Many of my sales are from Australians living in Rural areas and this is because of the variety of products and low prices I offer. Many of them are loyal customers who continuously purchase from me. The majority of them pay via bank deposit simply because it is easy for them to understand. It is unfair to expect them to drive all the way to the City or major town when they want the choice of a wider selection not available in their community.

Another very important point is that PayPal accounts are forever being hacked by scammers who then purchase items on eBay. The reason this happens is because the PayPal account holders select an easy to remember username and password for themselves. All the warnings go unheeded and at the end of the day the sellers on eBay are the ones who loose.
When a scammer purchases an item the seller posts it off and a few days later the seller receives an email from PayPal saying the account was compromised and not to send the item. Unfortunately PayPal advertises the fact that the buyers can get their items quicker when paying via PayPal because it is an "instant" payment. This has forced sellers to send the items on receipt of a notification that a PayPal payment has been received. Failing to post quickly results in a low feedback rating on postage time which is a negative reflection on the seller's customer satisfaction level. The scammer receives the item and PayPal then removes the money from the sellers account. The seller is now out of pocket as a result of accepting PayPal as a payment method. This has happened to many sellers in Australia.

PayPal also reserves the right to hold a seller's funds for 21 days or until the buyer has received the item. If the buyer fails to notify PayPal of receipt then I suppose a sellers funds could be held indefinitely.

PayPal have now introduced a seller protection scheme but a seller can only make 3 claims a year. What happens when because of this new PayPal only scheme a sellers fraudulent transactions double?

I truly hope that the ACCC does not allow eBay and PayPal to implement this change.

In summary

1. Elder Australians will be disadvantaged.
2. Rural Australians will be disadvantaged.

3. Because of the simple username/password combinations that are selected many Australians will be exposed to fraudulent activity on their debit/credit cards and bank accounts.
4. Sellers stand to loose a lot of money because of the 3 claims limit by PayPal.
5. PayPal is a scammer's paradise as can be testified by thousands of sellers all over the world.

Kind Regards
Kevin Bowden