

Roy, Lauren

From: Blanch, Belinda on behalf of Adjudication
Sent: Monday, 21 April 2008 10:30 AM
To: Chisholm, Shane; Roy, Lauren
Subject: FW: eBay changes [SEC=UNCLASSIFIED]
Categories: SEC=UNCLASSIFIED
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From: Kevin Muller [REDACTED]
Sent: Sunday, 20 April 2008 11:47 AM
To: Adjudication
Subject: eBay changes

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Sir/Madam,

I wish to state my concerns over eBay Australia's stated intention to force payment for goods purchased through their on-line auction sites through their wholly owned company PayPal. It is my view that this process will offer no additional buyer protection unless the purchaser is willing to incur even higher cost through PayPal's insistence on 'proof of delivery' before the implied acceptance of a 'disputed purchase' claim becomes valid. This will mean every purchase must now be delivered by registered mail as a minimum or PayPal's protection is voided anyway. From this I can only come to the conclusion that eBay is insisting on PayPal solely for monetary gain and that there is no additional buyer protection on offer than that which already exists.

I will not accept PayPal as a payment or receipting service as my previous dealings with the company have been very poor. Their payment service is extremely slow and their refund service considerably worse. If eBay Australia customers cannot be protected from this type of predatory behaviour it is indeed a sad day for freedom of choice when shopping. Imagine having to use a Myer Card to shop in that department store or Qantas forcing travellers to use their booking system instead of any travel agent.

Fortunately there are other on-line sites available however as eBay has such a huge market share it will take some time before customers drift to new providers. In the mean time eBay will reap a massive windfall through their non-competitive policy.

Kevin Muller

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