

Roy, Lauren

From: Petreski, Sonya on behalf of Adjudication
Sent: Wednesday, 23 April 2008 9:08 AM
To: Chisholm, Shane; Roy, Lauren
Subject: FW: Paypal/Ebay [SEC=UNCLASSIFIED]
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From: Margaret Jenkins [REDACTED]
Sent: Tuesday, 22 April 2008 6:35 PM
To: Adjudication
Subject: Paypal/Ebay

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I would like to express how annoyed I am at Ebays recent decision to have buyers only method of payment being via paypal
Many of my customers use bank deposit, with no problems and still feel it is a safer and more controlled environment for the payment of their items won or purchased on ebay.
To open a paypal account you have no option that to disclose to another party your personal banking information, which has to open "more" risk of online theft or fraud, for every "safe" and "secure" method that's found there is a hacker out there trying anyway they can to access your personal information.
Apart from security there is the additional fee's that go along with Paypal especially for the seller.
I have paypal because it is of great use for overseas buyers but find no real advantage to me for my Australian customers. I pay more fee's as the buyer deposits the total payment via paypal I am now left with no option than to up my postage costs above the normal postage charge, as paypal takes a % charge of the total, that total includes postage costs, unlike ebay who takes a % charge of the sale only.
Paypal offers no interest for monies that sit in an account and for amounts of \$149 and less you even have to pay to have it transferred back to your account, the process is slow.
They offer the worst currency conversions I have ever seen, paypal is always about 2-cents under the quoted amounts at the time.
Its time someone looked out for the public, without a doubt people will move to other auction sites and sellers on Ebay will lose out. I just wonder if anyone actually sat down and had a look at the big picture and the end result
I keep being told it will benefit me because it will make things more secure....Ive never had a problem being responsible for my own actions online.
I don't have an issue with paypal, I have an issue with being told it is the only choice I have...so much for freedom of choice in a democratic society!!
I cant even give it away free on Ebay, there's bound to be a fee involved in that too!!!

Margaret Jenkins
[REDACTED]

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