

Roy, Lauren

From: Blanch, Belinda on behalf of Adjudication
Sent: Wednesday, 30 April 2008 9:04 AM
To: Chisholm, Shane; Roy, Lauren
Subject: FW: eBay International AG - Notification - N93365 [SEC=UNCLASSIFIED]
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From: Dianne Frazer [mailto:[\[REDACTED\]](mailto:)]
Sent: Tuesday, 29 April 2008 7:12 PM
To: Adjudication
Subject: eBay International AG - Notification - N93365

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Dear Sirs,

Please treat this email as an interested party's public submission.

Nevermind us sellers bleating & screaming about our increased fees or the hardships this move will incur if allowed, that's business & we can choose to stay or leave ... I choose to leave!

All the moaning & whining in the world from sellers is not sufficient grounds for the ACCC to refuse eBay's application to plunder the Australian people in cahoots with Paypal, and the public should get a grip & realise it can only be prevented on legal grounds.

Well I have some new legal grounds I would respectfully request you to explore **Paypal is NOT a fit company to be permitted to legally carry on business within Australia in its current form!**

The baloney eBay is sprouting about increased security for members using paypal is an absolute farce and complete sham on their part! In fact the complete opposite is true.

eBay, by it's on admission was hacked (they've admitted to it publically once) but indeed there are websites stating that one individual alone has hacked them many times, even taking over eBay staff member's accounts, suspending buyers/sellers accounts, securing & releasing 1,000's of members names, addresses and highly sensitive personal information, including financial information such as credit card numbers etc eBay claims to harvest from members & assures them that they hold this information securely ... that is bollocks and a bald faced lie!!!
Paypal too has it's own security issues with keeping out details private viz a viz hacking, phishing and they way they handle accounts generally.

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I contend that Paypal should not even be allowed to operate its business in Australia for the following reasons:

- They [redacted] have taken many millions of dollars, not from 1,000's of ebay members, but millions of them over the years. I myself have been a victim as have many, many of my associates, acquaintences, friends, family members and complete strangers with whom I've had discussions regarding paypal.
- One only has to read the submission of retired Aussie Digger at Submissions John Johnson - 19.04.08 [D08+35074.pdf](#) (118.8 KB) to see for oneself the gravity & depths they will sink to [redacted]
- John Johnson, I contend, is one of many millions who've suffered this exact sort of [redacted] behaviour from Paypal and the fact that he, an ex Serviceman should be put in a position whereby he could not afford to eat or get his medication is an absolute disgrace!
- Then on top off this [redacted] behaviour Paypal provide no customer service and hide behind a wall of silence viz a viz no telephone number, no Australian office and/or outrageously stupid pro-forma cut & paste emails that do not even address the complainant's problems (plz contact me if you would like copies of such endless moronic emails) which originate from overseas.
- The world wide web is brimming with similar accounts from many 1,000's & 1,000's of people who've suffered [redacted] loss of funds under Paypal's regime ... how many have not bothered to record their own personal horrendous stories on www?

I challenge the ACCC to appoint a staff member to research the www & place those horror stories in their entirety on the table before the ACCC when making their decision and, at that time, if they go so far as to approve same, then it will prove they have no conscience nor honest desire to be Australia's public watchdog!

- [redacted]

- Likewise I have not been able to locate any websites dedicated to the abovenamed Australian institutions who've seized funds from innocent party's accounts, frozen their a/c's for weeks on end or have not been able to effectively answer & deal with customer complaints/issues when put before them (because they all, without exception, provide telephone numbers, business address) and do not pillage & run as Paypal do.
- Only some 72(?) Australians took their complaints to the Bank Ombudsman ... why? Because said Authority makes it virtually impossible to do so from the initial point of contact when fraud victims are told, "Sorry they're not an Australian company" or "contact your local Law

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Enforcement Agency" etc etc. Local Law Enforcement Agencies hands are tied because eBay & Paypal steadfastly refuse to provide information to assist in an investigation albeit they claim otherwise! It would be prudent of the ACCC to liaise with the relevant Australian authorities to establish this fact for themselves for the purpose of this adjudication.

Wake up ACCC and do some extensive research before you make any decision without having the FULL facts about eBay's and, more particularly, Paypal's evil & dishonest practices before you. I suggest you should be adjudicating as to whether they should even be allowed to operate in Australia & continuing with this behaviour they've subjected us all to for years & years, much less adjudicating as to whether or not you should be permitting them to breach our TPA & give them total freedom to carry it further under the guise of committing such acts "legally".

If you do allow them to proceed then for God's sake instruct the Banking Ombudsmen that it is their duty to accept & act on every single complaint that the public of Australia try to make instead of sending them away ... we can only presume that to be "too much paperwork" syndrome and, "how do we challenge a company we can't even write to, much less speak to on the phone!" Yes, I know it's "all too hard", I've been battling Paypus for over 5 years but surely a Govt. Authority could get there in the end?

Respectfully,

Dianne Barns

(private number)

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