

Roy, Lauren**Subject:** FW: eBay International A.G. notification N93365 [SEC=UNCLASSIFIED]

From: Chris Riley [mailto:]
Sent: Wednesday, 30 April 2008 10:40 AM
To: Roy, Lauren
Subject: RE: eBay International A.G. notification N93365 [SEC=UNCLASSIFIED]**EXCLUDED FROM
PUBLIC REGISTER**

Dear Lauren,

I wish to comment on eBay's proposal to make payment by PayPal mandatory from June 21, 2008.

I have been an eBay member since 2001, both as a seller and buyer of goods on the eBay Australia website. In that time I have successfully conducted more than 1000 transactions. All of these have been paid for using either direct deposit or money order (95 per cent direct deposit). The only time I have used PayPal is for overseas purchases where bank transfer is not available.

For me, eBay is not a source of income, but rather a source of pocket money to fund my DVD collection. It has been my experience with eBay that if a problem arises with a transaction, both parties are left pretty much to sort it out between themselves. The illusion of control that is fostered by eBay is just that.

eBay does not become involved in disputes and it is in fact difficult to contact. When it does respond it does so through emails that contain trite, stock cut and paste responses that offer no real solutions. The parties are actively encouraged to sort it out between themselves. As a seller I have always done what I can to placate unhappy purchasers believing that a good reputation is worth more in the long run.

A few weeks ago I was informed by eBay that from May sellers would no longer be able to leave negative or neutral feedback for problem buyers. As a seller my main, ongoing problem is buyers (with little or no feedback) that bid on items and then don't complete transactions. I am not permitted to stop them placing bids and my only recourse is to leave negative feedback warning others that this could happen. Soon I will no longer be able to do this anymore.

As for making PayPal mandatory, it may well boost safety but it not necessary. In the eight years I have been trading I have personally never had a problem with electronic funds transfer. As far as payment is concerned EFT is a safe, accepted and easy way to pay for items.

For my part I have nothing to gain by using PayPal, but as a seller I have something to lose in the form of more fees. Not only that, I will be charged to withdraw my funds from PayPal if the amount is less than \$150.00 (not fair for low volume selles like myself).

Currently I typically pay eBay \$1.60 on every sale I make, but having to use PayPal this will add another 83 cents (a 50 percent increase).

Forgive me if I say so but this seems like a crass grab for profits by eBay.

Thanks,
Chris Riley (Wordy Chores)

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30/04/2008