

Roy, Lauren

Subject: Ebay Paypal. [SEC=UNCLASSIFIED]
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From: Neatestuff Simpson [REDACTED]
Sent: Thursday, 1 May 2008 2:30 PM
To: Adjudication
Subject: Ebay Paypal.

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Hello.

I am concerned that eBay intend restricting payments to Paypal only. I buy and sell on the site and my reasons for concern are as follows.

Ebay is evasive when problems occur. Contact by phone is impossible and replies are stock answers that often miss the point.

Increased fees.

Half my buyers use direct deposit to my bank for payment. This is faster and fee free.

I have a Paypal account but I know many people who will not use them. If Paypal is required then this limits the number of buyers in the auctions and final price.

When I had a product problem with Paypal I gave up after 3 weeks and solved the problem through my bank. I am told this is only being done in Australia. Why is ebay not doing it in their home market, USA.

What will be the next restriction that will be tested here. I have heard that they may withhold funds for 21 days pending satisfaction by the buyer.

Paypal is increasing the level of protection and I believe all sellers will bare the cost of ebays attempt to build up market penetration for Paypal.

As a buyer and seller this move by ebay will not improve my security but will reduce my sales and increase my costs.

The biggest problem on eBay is fake buyers and sellers. They need to attend to this area first. Five days ago I reported a seller to eBay who is using a false name and false contact information. As I write, that person is still registered with eBay. (Happy to provide details).

I have been a registered member with eBay since Feb 2000 and despite all the talk about 'trust and safety', I don't trust them and will be very disappointed if this proposed limitation gets approved in any form.

Yours sincerely,
Barry Simpson
Contact details excluded

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