

Roy, Lauren

Subject: Paypal and Ebay [SEC=UNCLASSIFIED]
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From: [REDACTED]
Sent: Thursday, 1 May 2008 9:47 AM
To: Adjudication
Subject: Paypal and Ebay

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To the adjudication panel with regard to Paypal as exclusive payment method on EBay.

As a seller on eBay the effect of this action will not only add at least 2.5% plus to the total transaction cost including the postage amount, these transactions now cost me nil in bank deposit fees from sellers, but also to avoid possible automatic payment refunds to buyers who claim not to have received delivery of their purchase it will be necessary to send all items via Registered and Insured post to comply with Paypal conditions of use which state all deliveries must be trackable, so to achieve this items must be sent Parcel Post at the minimum cost for any item of \$6.70, I can currently send small items through the Letter Post system for as little as a \$1.00. so the overall impact is a much higher transaction cost for seller and buyer. I have in the past used Paypal in a limited way only for International transactions and have found that any enquiry contact with Paypal via email can take at least a week for a response and responses seldom address the context of the enquiry and seem to give standard answers as per the written conditions of use so are useless. As Paypal have the ability to Freeze your account and not allow any transactions to take place at their discretion one can effectively be put out of business at their whim with no other forms of payment available and a less than effective customer service network to resolve any problems. With more than 350 eBay transactions and 100% happy customers my main concern is the extra cost this will impose on me with higher transaction and postage costs and the total control over how I receive my payments which is most unacceptable in a free trading country as Australia for both buyers and sellers.

Submission from
Joseph O'Bree

[REDACTED]

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