

Roy, Lauren

From: Petreski, Sonya on behalf of Adjudication
Sent: Monday, 28 April 2008 10:16 AM
To: Chisholm, Shane; Roy, Lauren
Subject: FW: PayPal Only Policy by eBay. [SEC=UNCLASSIFIED]
Importance: High
Categories: SEC=UNCLASSIFIED
ACCC Classification: SEC=UNCLASSIFIED

From: Elena Perrotta [mailto:
Sent: Thursday, 24 April 2008 1:21 PM
To: Adjudication
Subject: PayPal Only Policy by eBay.
Importance: High

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Dear Sir/Madam,

I wish to register my complaint against the introduction of a new policy by eBay regarding the use of PayPal only as a payment method.

I am currently able to offer my customers other payment options such as Bank Deposit, Money Order, Bank Cheque, COD or PayPal. From the 17th June 2008 I will no longer be able to offer my customers a choice. I, along with all other eBay sellers, can only offer PayPal or Cash for Local pick-ups only.

As an eBay seller (and buyer), this is of great concern to me for a number of reasons;

- 1 - it's taken away the freedom to choose a payment method - not all my customers wish to use PayPal. Some of these customers are overseas customers who have opted to send me payment via other methods; many customers simply prefer bank deposit and don not want to open a PayPal account.
- 2 - the extra fees which would accumulate as a result of this new policy would force me to cease trading on eBay.
- 3 - not only would the fees to sell each item increase reducing the already small profit received, but this would be impacted further by losing up to 60% of my customers.

I agree that PayPal is a convenient payment gateway but should be a choice and not a mandatory option given to buyers.

Please register my concerns for the matter to be reviewed by the ACCC.

If you need further information from me you are welcome to contact me via phone on

(or mobile number as listed below), or via mail to

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Sincerely,
Elena Perrotta

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