

Roy, Lauren

Subject: eBay International AG - Notification - N93365 [SEC=UNCLASSIFIED]

Categories: SEC=UNCLASSIFIED

ACCC Classification: SEC=UNCLASSIFIED

-----Original Message-----

From: Simon [REDACTED]
Sent: Monday, 21 April 2008 7:42 PM
To: Adjudication
Subject: eBay International AG - Notification - N93365

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PUBLIC RELEASE

Dear Sir/Madam

I wish to lodge a formal objection to eBay International AG - Notification - N93365 that is intended to restrict payment options to a Paypal, a company wholly owned by ebay.

The idea that this restriction is based on is a security issue for its users, paypal itself has a frequent and alarming high rate of fraud. Paypal users are also continually targeted for scams and this will increase if more less computer savvy users are forced into dealing with them.

Paypal is not a bank and therefore does not have to follow banking regulations, under their own user agreement, that you have to agree to, they can hold your money for as long as they please with no explanation, and they can withdraw money from your account with your knowledge or approval.

According to the San Francisco Chronicle, there are approx. 100,000 complaints outstanding at PayPal. In many instances disputes can run on for months leaving people frustrated and out of pocket as they are unable to access their accounts. So what happens to the millions of dollars tied up in frozen accounts and disputes? Well, here is a clip from the San Francisco Chronicle that basically sums it up:

U.S. District Judge Jeremy Fogel of San Jose refused to dismiss a lawsuit that seeks class-action status on behalf of thousands of PayPal customers nationwide. A common allegation is that the company brushes off or stalls customer grievances for months and meanwhile freezes the customer's account and pockets the interest

If ebay was in fact concerned about its users security then instead of restricting trade it should open up trade to give users another secure alternatives such as Googles GBuy.

Paypal will never be as safe as Direct Deposit, and even while they try at the moment to promote paypal as the first option to pay out of my last 100 buyers only 2 chose to use paypal over direct deposit.

The single reason and only reasonable explanation for ebay wanting to limit by buyers freedom of choice is to make more money. Taking an extra 2.5% from payments made to me would have seen them pocket an extra \$825 in the last 6 months.

Paypal do not have any customer service people in Australia, and trying to contact or get any kind of response from them is notoriously hard.

While ebay has such a huge monopoly over online auction trading a move such as the one proposed should not be allowed to go ahead

Regards,

Simon Simon



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