

**Roy, Lauren**

---

**Subject:** Re eBay International AG exclusive dealing notification N93365  
[SEC=UNCLASSIFIED]  
**Categories:** SEC=UNCLASSIFIED  
**ACCC Classification:** SEC=UNCLASSIFIED

---

**From:** Ken Leitch [mailto:ehcnumis@bigpond.net.au]  
**Sent:** Wednesday, 30 April 2008 1:57 PM  
**To:** Adjudication  
**Subject:** Re eBay International AG exclusive dealing notification N93365

PAYPAL SAFEGUARDS ?

On 23 April I forwarded a submission regarding the above both by email and letter. Today I received an email from Paypal that is relevant to the extravagance presented by eBay in their crusade to promote the benefits of payment thru Paypal.

A summary of the background is that on 10 March last I posted an item to a customer in USA that he paid me via Paypal. Yesterday 29<sup>th</sup> April he advised me he had not received the item. I replied that as he had paid by Paypal he should initiate a dispute with Paypal. This he did and this morning he advised me "Paypal says that they will not get involved in this".

A couple of minutes earlier I received an email from Papal regarding this matter wherein they advised me that "this dispute is not eligible for negotiation in the Resolution Centre Their reason being that it was not opened within 45 days off the transaction. That I can understand but I am absolutely appalled at their attitude and advice to me "We encourage you to work directly with the buyer to resolve this matter and take this opportunity to provide customer service as you see fit."

Paypal deducted a fee for this transaction from our account, portion of this fee would be to provide for PAYPAL PROTECTION. Their rules enable them the escape protection for which I had paid. Then they turn to me and say we are giving you an opportunity to resolve this matter with the Buyer.

Words fail me at their hide wherein they wash their hands of the matter but then purport to be so caring that they suggest that I should resolve it directly with the customer.

COPY OF EMAIL RECEIVED FROM PAYAL FOLLOWS

From: [service@paypal.com.au](mailto:service@paypal.com.au)  
To: [ehcnumis@bigpond.net.au](mailto:ehcnumis@bigpond.net.au)

Sent Tue 29/04/2008 9:08 PM

Subject Notification of Deferred Dispute: Case no.PP-466-186-679

Dear E H Crawford,

We are contacting you to let you know that one of your buyers recently visited the Resolution Centre and attempted to open a dispute against a payment. The buyer wished to dispute the payment sent on 8 Mar 2008 (Transaction 89W24910ST142572R). This dispute has been deferred because it was not opened within 45 days of payment.

Although this dispute is not eligible for negotiation in the Resolution Centre, we have noted that the buyer was dissatisfied with this transaction.

We encourage you to work directly with the buyer to resolve this matter and take this opportunity to provide customer service as you see fit.

Thank you,

7/05/2008

PayPal

Please do not reply to this email. This mailbox is not monitored and you will not receive a response. For assistance, log in to your PayPal account and click the Help link located in the top right corner of any page. If your inquiry is regarding a claim, log in to your PayPal account and go to the Resolution Centre.

-----  
Copyright © 1999-2008 PayPal, Inc. All rights reserved.  
PayPal Australia Pty Limited ABN 93 111 195 389 (AFSL 304962). Any general financial product advice provided in this site has not taken into account your objectives, financial situations or needs.  
-----

PayPal Email ID PP968

Cheers  
Ken (Leitch)  
Partner  
E.H.Crawford Numismatic Services  
PO Box 3198  
Bracken Ridge  
QLD 4017  
AUSTRALIA

Phone/Fax: (07) 3216 2491 - International 617 3216 2491  
ABN 35 416 185 137

7/05/2008