

**Roy, Lauren**

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**Subject:** Ebay's proposal to only allow PayPal [SEC=UNCLASSIFIED]  
**Categories:** SEC=UNCLASSIFIED  
**ACCC Classification:** SEC=UNCLASSIFIED

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**EXCLUDED FROM**

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**From:** Coopers **PUBLIC REGISTER**  
**Sent:** Wednesday, 30 April 2008 12:42 PM  
**To:** Adjudication  
**Subject:** Ebay's proposal to only allow PayPal

Ebay's argument that only allowing the use of PayPal will make using ebay safer is completely untrue.

I have had the unpleasant experience of dealing with PayPal. It in no way made it safer or helped me.

In fact, I was worse off after using PayPal that I would have been if I had not used PayPal.

I bought a Sony memory stick from a seller in Hong Kong and paid via PayPal. When the item arrived, it was a fake and did not function correctly. I contacted the seller and asked for my money to be returned.

The seller first wanted the item returned at my expense. I didn't agree that this was fair and lodged a complaint via PayPal.

I suggested that I send the memory stick to Sony for verification that it was fake, and if Sony determined it to be fake, the seller would have to return the full purchase price, and if they wanted their fake item back, that they would have to pay for it.

PayPal protected their fraudulent seller as they sell over 100 items per day via PayPal, and PayPal would rather keep making all their money via this seller rather than help the occasional buyer like myself. They insisted I first send the item back to the seller at my own expense, and that I had to post it via a trackable method.

PayPal instructed me that if I did not do this, my case would be closed.

I begrudgingly posted it via international registered post at my expense.

I then scanned a copy of my proof of postage, and uploaded it onto the PayPal disputes site. PayPal then said that the postage method had to be trackable ONLINE. Registered international post is only trackable by ringing Australia Post.

I instructed PayPal of this, and even gave them the phone number to ring to check the status of my postage.

I was then instructed to FAX my proof of postage to AMERICA. I asked why I had to fax it to America when I had already supplied it to them via their own website. They didn't respond.

So I faxed the proof of postage, to America, at my own expense. I was then told that since it isn't

trackable online,  
PayPal would not assist me in recovering my money.

At the end of it all, I was out of pocket for:

- the initial purchase price
- the cost of posting the item back to the seller, even though it was not what I had paid for
- faxing proof of postage to America

And even worse, the fraudulent seller now had the item back again to sell to someone else.

PayPal DOES NOT make using ebay safer. In fact, PayPal has a conflict of interest when applying safety.

They do not want to freeze the account of a seller who is earning them over \$100 per day, even if the seller is at fault.

The are based in America, and offer extremely poor responses and response times.

PayPal offers only a false sense of security. Ebay making PayPal the only method of payment available would not make using Ebay any safer.

After my very bad experience with PayPal, I have never used them again. I also found a site of users sharing similar negative experiences. <http://www.paypalsucks.com/>

There are other issues around PayPal, including their ability to withdraw money from your bank accounts without your consent.

I urge you to deny Ebay's request.

Sincerely,

John Rebelos.