

Roy, Lauren

Subject: eBay Australia - complaint [SEC=UNCLASSIFIED]

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ACCC Classification: SEC=UNCLASSIFIED

EXCLUDED FROM

PUBLIC REGISTER

From: John Moyle
Sent: Wednesday, 30 April 2008 5:14 PM
To: Adjudication
Subject: eBay Australia - complaint

Dear Sir/ Madam,

I am writing to you in regards to recent announcements made by eBay Australia to do with limiting the acceptable forms of payment able to be used for transactions made in auctions listed on their web site.

As I am sure you are well aware, eBay Australia has introduced a policy that is to come into effect as of June 17 this year that all listing made to eBay Australia must be paid for either with Paypal or via cash on pick up. I am sure you are also very much aware that Paypal is fully owned, operated and controlled by eBay.

I have been an ebay user for many year, mostly as a buyer but also as a seller. I believe that what eBay Australia is doing is a complete and blatant attempt to make more money out of its users. By making Paypal the only legitimate way of a person paying for a successful auction win on eBay, they are effectively forcing an extra set of fees onto the people involved. This is because all Paypal transactions to receive money include a fee. This then means that for a seller to list an item, they pay a listing fee, then when the auction sells they pay a final value fee and then they pay yet another fee once the buyer sends them money via Paypal....all of these fees in reality going to eBay as they own Paypal.

It is completely unfair and in my opinion not only a restraint of trade as surely a seller should be able to ask for payment in whatever form they wish, not be forced to accept it only via Paypal (so eBay can make more money), and this is so un-Australian. We live in a free, democratic country, where we have freedom of choice and eBay is taking that away from us. What is happening here is a simply monopolistic procedure, as eBay and Paypal are the same company and therefore are trying to monopolise all transaction fees and that includes fees on payment and postage from buyer to seller, which they have no right to demand they have to do via Paypal.

Why should sellers have to only be able to use Paypal to accept payment, lets be honest, payment on pick up is an option that is almost not able to be considered for well over 99% of transactions as they are intrastate, interstate or international. Why should people who have never had problems with using bank transfers/direct deposits, cheques or money orders suddenly be made to no long be allowed to use such processes simply because eBay does not get a third dip at fees from those sorts of payment methods as they do from Paypal.

The simple point is that while eBay can make up excuses about security being better with Paypal, the seller should still have the right to choice and freedom to choose which method of payment they accept as should the buyer with paying. If they choose to transact through a method that isn't covered by eBay's flimsy {Paypal or nothing" security, then that is their right as members of a free country where dictatorship is not acceptable.

I, along with thousands of other eBay users (I have seen a petition of over 10,000), plead with the ACCC to put eBay Australia back in its place and make them play fair rather than allowing the monopoly of eBay and paypal to completely control just about all transaction payments and make millions of dollars off their users who are left with no choice but to use Paypal.

Sincerely,

John Moyle