

Roy, Lauren

Subject: Ebay and PayPal [SEC=UNCLASSIFIED]

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From: Ryan - Expert Signs [mailto:ryan@esigns.com.au]

Sent: Wednesday, 7 May 2008 9:49 AM

To: Adjudication

Subject: Ebay and PayPal

Morning,

I'm writing this to air my concerns with eBay forcing us to use PayPal only on our sales, I have made about 400 sales on eBay on low ticket items (stickers) using direct deposit as my form of payment, with a 100% success rate. I have had so many problems when using pal pay, I only use it on very special occasions and over seas sales. One such occasion money was taken from the PayPal account without notice, and it was extremely difficult to get an answer from them, service is extremely poor. When I finally did get an answer they said that the buyer claimed he didn't get the goods however left positive feedback on eBay stating that he did. So he received the goods and his money back plus a ridiculous fee. All this for a Sticker..

However my main concern is not the poor customer service, or lack of communication from PayPal. I'm mainly concerned about the fees that will be forced upon me as a seller, I pay fees to list an item (I accept that) however I don't accept being forced to use an eBay owned company to take my funds, get charged a fee for that, then have another fee charged to retrieve these funds. That just should not be happening. On top of this I read that PayPal can then hold my funds for 21 days if they feel the need to?..

I look forward to your ruling on this matter.

Regards,

Ryan
[number excluded]

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