Subject:	Ebay/Paypal [SEC=UNCLASSIFIED]
Categories:	SEC=UNCLASSIFIED
ACCC Classification:	SEC=UNCLASSIFIED

EXCLUDED FROM

From: Kirsten Walla [mailto: PUBLIC REGISTER
Sent: Friday, 9 May 2008 12:52 AM
To: Adjudication
Subject: Ebay/Paypal

Dear Sir,

I wish to express my concern about ebay proposing to make Paypal the only payment option on ebay Australia. There are many reasons I object to this move, one being the removal of freedom of payment choice in my role as both a buyer and a seller. Making Paypal compulsory will lead to sellers increasing their handling charges to cover the Paypal fees. So, for example, instead of paying $15 in p&h for a painting I might end up having to pay $30. (This is already a reality with many sellers who feel forced by ebay to use Paypal). To pay more money than is necessary is certainly not in my interest, and it is not in the seller's interest, either, as high p&h charges might lead to fewer bids, and implicitly fewer sales, and less income.

I believe that it should be left up to the buyer and seller to decide how they would like to conclude a transaction financially. If a seller prefers Paypal the buyer would not be financially disadvantaged, but if a buyer prefers Paypal a seller is financially disadvantaged, as it is the seller who has to pay the Paypal fees (in addition to assorted ebay fees). I personally believe in user pays, and if someone wants to use Paypal they should pay for it. But Paypal does not offer this option, they force the seller to wear all the costs. And this is not fair.

Ebay claims that Paypal is the safest way to shop on ebay. This is simply not true. Internet banking/direct deposits are just as safe, if not safer. But ebay cannot make any money out of internet banking, and making (more) money is ebay's ONLY objective in wanting to make Paypal compulsory. If they succeed in this objective it will be at the cost and/or to the detriment of Australian consumers.

Sincerely
Kirsten Walla
[Address excluded]   EXCLUDED FROM
                     PUBLIC REGISTER