

Roy, Lauren

Subject: Ebay forcing payment to Paypal [SEC=UNCLASSIFIED]

Categories: SEC=UNCLASSIFIED

ACCC Classification: SEC=UNCLASSIFIED

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From: D J D Harvie

Sent: Friday, 2 May 2008 12:49 PM

To: Adjudication

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As an occasional seller I have found that half my buyers use other payment methods such as bank deposit.

The new rules to be introduced by ebay seem to be nothing more than profiteering. Paypal is owned by Ebay and they charge high fees to the seller for buyers using this service.

If ebay were truly concerned about the safety of these transactions they would remove or drastically reduce the fees for sellers offering the service.

Ebay claim that Paypal gives excellent protection for both the buyer and seller against fraud. This is not the case.

The buyer is only covered by their buyer protection policy if they have a CONFIRMED address. To date Australian addresses ARE NOT confirmed making their protection policy useless to anyone trading on ebay / Paypal in Australia.

As a seller I have found that buyers are unwilling to pay for items to be registered through the postal system. Paypal only protects the seller from disputed transactions when the item is posted with a record of the recipients address from Australia Post. This form of proof is only available when items are posted via Registered mail and whilst this service is only an additional \$2.85 buyers are mostly unwilling to pay for the service.

The new policy seems nothing more than an attempt to force sellers to pay more fees to ebay via Paypal.