

Roy, Lauren

Subject: ebay submission [SEC=UNCLASSIFIED]

Categories: SEC=UNCLASSIFIED

ACCC Classification: SEC=UNCLASSIFIED

From: Debbie Benefield [REDACTED]

Sent: Friday, 2 May 2008 10:05 AM

To: Adjudication

Subject: ebay submission

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I am filing a complaint over Ebay Australia's decision to restrict payment options and in doing so diminishing the choices consumers have. Ebay Australia is implementing a policy that will require all users to use their online payment facility PayPal to process payments (the only other option they are allowing is COD - a little difficult if one party lives in Perth and the other in Sydney, so hardly an option at all). I believe that if Ebay takes the planned action this will constitute breaches of the Trade Practices ACT, PART IV--RESTRICTIVE TRADE PRACTICES , specifically s.45 & s. 4D.

In the whole, Australian buyers have a fear of handing over credit card details and bank details, which is the requirement when using paypal. There are also others that do not possess either and choose to send money orders. These planned actions will significantly lessen choices consumers have in dealing with vendors on Ebay. Simultaneously it will force any sellers that do not currently accept paypal to do so or to close their operation on Ebay - essentially forcing them to breach s.45 of the TPA.

This is planned not to provide protection as they claim, but to bolster their own bottom line, where the likely benefit to the public from the change will not outweigh the likely detriment to the public from the change. There is no valid nor legal reason for Ebay to introduce this change as I currently have the **choice** to use paypal. I implore the ACCC to act and stop this now!

Debbie Benefield

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