

Roy, Lauren

Subject: eBay International AG - Notification - N93365 [SEC=UNCLASSIFIED]

Categories: SEC=UNCLASSIFIED

ACCC Classification: SEC=UNCLASSIFIED

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From: Venecia Wilson [REDACTED]
Sent: Thursday, 8 May 2008 2:03 AM
To: Adjudication
Subject: eBay International AG - Notification - N93365

Please accept my submission opposing eBay International AG's intended restriction of acceptable payment methods.

The mandatory use of a single payment method by eBay (apart from Cash on Pickup), is a blatant attempt to control a good amount of moneys within Australia.

eBay has created a virtual marketplace which has led to many Australians starting small businesses and relying on those small businesses to provide them and their families with a secondary source of income. eBay has become an inherent part of everyday Australian life. I appreciate the fact that eBay is a private corporation and therefore entitled to make decisions regarding it's own practice, however I believe that eBay has now become so ingrained within Australian society that they now have a duty of care to the Australian public.

Many thousands of Australians have become reliant upon the eBay online marketplace both as a source of purchase of everyday goods and as an avenue of recouping funds from no longer necessary items within the household. The new "PayPal only" policy will severely restrict the purchase and sale of these items and therefore create unnecessary hardship upon the Australian public.

During the period immediately prior to the announcement of the change in practice, eBay & PayPal embarked upon a wave of promotions to eBay members, offering blatant cash enticements to use PayPal on every listing:

<http://pages.ebay.com.au/hvspromo01.html>
<http://pages.ebay.com.au/hvspromo02.html>
<http://pages.ebay.com.au/hvspromo03.html>
<http://pages.ebay.com.au/hvspromo04.html>
<http://pages.ebay.com.au/hvspromo05.html>
<http://pages.ebay.com.au/hvspromo06.html>
<http://pages.ebay.com.au/hvspromo06.html>
<http://pages.ebay.com.au/hvspromo07.html>
<http://pages.ebay.com.au/hvspromo08.html>
<http://pages.ebay.com.au/hvspromo09.html>
<http://pages.ebay.com.au/hvspromo10.html>
<http://pages.ebay.com.au/hvspromo11.html>
<http://pages.ebay.com.au/hvspromo12.html>

There were also a number of other promotions entitled "The Candy Jar", which resulted in members having money in the sums of up to \$100 deposited into their PayPal accounts, with messages like "Buy yourself something nice".

As far as I am concerned, this was an exercise (albeit an expensive one) in "padding" the figures prior to launching the changes in order to justify them.

I am very concerned about the fact that eBay and PayPal are using the excuse of "security" to justify their decisions. During the past 48 hours, I have been assisting an eBay member with problems she has experience with her eBay & PayPal accounts. In summary, her eBay account was "hijacked" by Chinese (apparently) hackers, who proceeded to list & sell non-existent computers. 2 computers were sold and the money passed through her PayPal account before she realised. When she contacted eBay Live Help, she was told to call back in 45 minutes, by which time the hackers had a further 8 computers listed. As far as I understand it, the computers were sold as "Buy It Now" items, with immediate payment required via PayPal. The payments were made by the buyers and the money in the PayPal account was distributed

to some unknown destination almost immediately.

To make matters worse, after many hours of work to resecure her computer, bank account, PayPal account and eBay account, unbelievably a few hours later the hackers attacked again and began relisting the computers. I DO NOT consider this to be a secure system by any stretch of the imagination. I am happy to put you in contact with this eBay member should you require it, however am reluctant to give you her details without her permission.

I apologise for the length of this submission, however there are so many reasons why these changes should not be allowed that I don't know when to stop.

I personally have shut my eBay store and have begun trading on the Australian Owned online auction site, Oztion. I have been encouraging other eBay users to do the same.

Thank you for your patience and for accepting and responding to so many submissions.

Yours faithfully

Venecia Wilson
Address excluded

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