

Roy, Lauren

Subject: application by eBay to the ACCC Notification N93365 [SEC=UNCLASSIFIED]

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From: Monica Buchanan [REDACTED]

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To: Adjudication

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To the ACCC

The proposed conduct will result in a substantial lessening of competition

Removing buyers and sellers freedom of choice in regard to payment methods by way of forcing paypal as a payment method is anti competitive.

Currently buyers and sellers can use a range of payment options; paypal, credit card via Merchant Credit Card Facility, money orders, personal cheques, bank cheques, bank deposit (internet and over the counter), COD, cash for pick-up.

Another serious concern in being forced to only use paypal is the (21 day) hold on paypal funds if ebay/paypal think there is a risk. How do they access risk? What if their assessment is incorrect? This paypal hold on funds is also going to be tied in with the ebay star rating system, which is flawed.

How can ebay/paypal hold a sellers paypal payment for 21 days or for any number of days? Ebay and/or paypal do not own the goods, they never have ownership of the goods. The money/paypal payment never belongs to Ebay and/or paypal, it is not their money and at no point does the money belong to them. Seeing as the goods and the money never belongs to ebay and/or paypal how can they have any right to hold or to freeze anyones money that is in a paypal account - and sellers will be forced to have their money paid into a paypal account and then ebay and/or paypal can hold or freeze payments.

This anti competitive policy forces sellers to use an expensive payment method when there are other cheaper and other free payment options available for sellers to use.

This new policy by Ebay will not allow sellers to use their own merchant credit card facility. If a person pays with a credit card, they automatically have a certain amount of protection. There are many sellers on ebay who are registered businesses who have their own merchant credit card facility.

For sellers who are registered businesses and who have their own merchant credit card facility (MCCF) when those sellers process credit card payments from overseas buyers the sellers do not get hit with an extra fee/charge because their buyer is from overseas but if you receive a payment via paypal from an overseas buyer, paypal will charge the seller an extra 1%.

Banks and credit card companys can they hold or freeze ones money?
but paypal can do these things?

I hope the ACCC does not allow this policy to go through and protects competition.

Kind regards,
Mrs Buchanan