

Roy, Lauren

Subject: eBay International A.G. notification N93365 [SEC=UNCLASSIFIED]

EXCLUDED FROM

From: name excluded

PUBLIC REGISTER

Sent: Monday, 28 April 2008 8:57 PM

To: Roy, Lauren

Subject: RE: eBay International A.G. notification N93365 [SEC=UNCLASSIFIED]

Thank you for your reply. I give permission for my submission to be made public but please suppress my name address and email details.

My submission is as follows.

In 2007 I had an amount in my bank account allocated for paypal purchases that was linked to my son's bank account. Paypal indicated that it had withdrawn the funds to cover purchases but unfortunately they had not in fact done so. As a result the account was overdrawn each and every day for about a fortnight resulting in \$35 bounce fees for each transaction by paypal as they tried to fix their mistake. As soon as I realised the problem I alerted paypal and requested that they stop daily attempts and that there would be funds in there on my next pay. After it got to about \$1447 the commonwealth bank ceased accepting the deductions by paypal. I was not aware I could have asked after the first default for the bank to do so, I am now. I am still waiting for paypal to advise of a way of paying them the monies that they feel they are owed by a manner apart from accessing my account. The commonwealth bank appears to have accepted that the fees were excessive and dropped the matter however I can not use paypal and my commonwealth account is closed. I accept I stuffed up but paypal continued to attempt to access my account knowing funds were not available. My son continues to buy on ebay but following my experience would never give paypal access to his bank account, neither will my sister set up paypal for her ebay account. There does not appear to be any regulation or control over paypal and is it even covered by Australian law and are ebay international a g for that matter.

Why would the largest (at the moment) auction site in Australia even consider refusing buyers/sellers the right to continue to pay by the very safe legal direct deposit/internet transfer method or money order? It is an Australian seller usually who I thought were required to accept legal money tendered. As for sellers they are at the risk of not having access to their own funds, triple fees in my opinion, and of course no recourse to anyone should they lose to fraud. I don't pretend to understand the law in respect of this but it does seem to be anti competitive to me and a monopoly. My son enjoys picking up bargains on ebay it is the first place we look for new and used items that are not freely available however should it become paypal only as pickup not an option for Tasmanians usually we will suffer financially by having to pay normal store prices for items we buy if we can afford them.

Yours faithfully

Name excluded

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