

Roy, Lauren

Subject: eBay International A.G. notification N93365 [SEC=UNCLASSIFIED]
Categories: SEC=UNCLASSIFIED
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**EXCLUDED FROM
PUBLIC REGISTER**

From: Peter Seebacher [redacted]
Sent: Friday, 25 April 2008 8:01 AM
To: Adjudication
Subject: eBay International A.G. notification N93365

Dear Sir/Madam,

I wish to outline a recent experience that leads me to strongly recommend that every effort be made to reduce and certainly not enhance the market power that eBay/PayPal already have.

The essence of our experience is:

1. My son recently purchased a mobile phone for about \$700 using ebay and took up the PayPal payment option which included purchase protection to the value of \$500.
2. The phone arrived without key software for operating the GPS function. This software with a value of \$200-\$300) was (and still is today) part of the advertised package.
3. Initially the vendor said he would send the software to us, however the vendor only provided a version which was both different from the advertised software and an illegal copy with license-key code breaker software. I explained that this was not an acceptable option to me and that the best way forward was for me to send him back the phone and that he reimburse us our money. He refused to reimburse the money and said my only option was to use the illegal software.
4. PayPal was informed of this process and said that they would investigate a) selling illegal software, b) the vendor not selling what was being offered and c) the fact that the vendor was continuing to advertise the product in the same way he had when we made our purchase.
5. Many weeks later, and over 2 months from the transaction date, PayPal informed me that they supported the vendor and that their decision was final.

Kind regards
Peter Seebacher