

Roy, Lauren

Subject: ebay policy submission [SEC=UNCLASSIFIED]
Categories: SEC=UNCLASSIFIED
ACCC Classification: SEC=UNCLASSIFIED

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From: Jolana Pearce **PUBLIC REGISTER**
Sent: Friday, 2 May 2008 11:11 AM
To: Adjudication
Subject: ebay policy submission

Jolana Pearce,
Address and contact details excluded **EXCLUDED FROM**
PUBLIC REGISTER

Dear Accc, and Lauren,

I made a submission before, but would like to add this data, that I have not seen people comment on this part.

I use a credit society for my bank transfers (both in and out), and find them very fast to process my money. Buyers can pay me in an early afternoon (if they are with a credit society) and that money can have cleared into my account by the following morning. If they use a bank, transfers tend to take longer, between 1-2 days. Paypal, when people source funds from their bank account, take 5 days and longer to clear that money to my paypal account, then to actually use my money in that account, transferring to my bank account will take another 2-4 days before I can spend it or send it to my credit card to pay the bills.

I pay my bank the lovely fee of 75 cents a month for all these transactions. They process my money 3 times a day, unlike larger banks which process them in the middle of the night making sending those items out the next day a lot harder. Paypal don't send you notification of cleared echeques until after 7.30am (wst) making it harder for people who do another sort of work as well as run an ebay store, to process the sales in a quick manner.

Are people meant to leave cash in their paypal account (allowing paypal to make more money on the short term money market at their expense) to allow for future purchases on ebay? As it is, postage from WA to the Eastern States takes at least 7 days. Any parcel that I have delivered before that time frame I am grateful for (I am sure Australia Post targets will tell you they do it in less than that time, but so far, haven't had any luck with that)

Just to round up, I find that it will take an extra 7 days to receive cash money into my account using the new paypal method.

Perhaps another thing the ACCC should look into is the false advertisement of postal delivery times. They will also tell you that surface mail to foreign countries takes 4-6 weeks. If my customers receive them within the 10-12 weeks time frame, that would be a normal delivery time.

Why are banks not in an uproar about this new plan? Think of the fees this will cost banks.

Jolana Pearce

Thanks,

7/05/2008

Jolana

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