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Australian Competition & Commission
GPO Box 3131
Canberra ACT 2601

Address Excluded

17th April 2008

RE: Submission Ref No. C2008 / 566

**eBay International AG exclusive dealing notification N93365
- interested party consultation**

With reference to an email sent to me by eBay on 10th April 2008,

..... “from 21 May you must offer PayPal on all your listings as well as currently permitted payment methods.

From 17 June you will only be able to offer PayPal on your listings and pay on pick up (i.e. paid for when picking up the item).

Pay on pick up can only be offered in conjunction with PayPal. No other payment methods will be permitted.

A small number of exclusions will apply to these changes.”.....

AND

this SMH article “ACCC probe of eBay's PayPal forcing” by Asher Moses
April 16, 2008 - 11:44AM

I do not support eBay’s decision to enforce PayPal to be offered on all listings, and then in June 2008 to be the preferred method of payment for online eBay transactions.

I believe this will reduce my options for selling as I do not like having to pay the PayPal transaction fee, as I already pay an eBay fee when I am the seller. I already have an issue with the size of the % sale fee currently charged by eBay, for their online transactions, and thus I use alternative FREE online selling/ buying sites when I can.

eBay already can, and have withdrawn my listings when I have stated (in the 'for sale' item description, or transaction information) that I did not want my Australian buyers/ customers to pay by PayPal (due to their hefty transaction fees). I felt this was a breach of my consumer rights, but felt if I wanted to use the eBay site, I had to conform to their 'listing rules'.

If, in my 'for sale' listings, I do chose to offer PayPal as a payment option, along with other payment options, eBay ensures that the PayPal icon, link or function is clearly seen first almost obliterating other payment options to be ticked /selected. eBay have also recently re-configured their invoicing system to default to the PayPal payment page when a buyer clicks on the "pay now" link. This default page is carefully manipulated so that the Bank deposit, Postal order, or Cheque payment options are not readily or easily seen as payment options – thus it means that many buyers will assume that they have no choice but to pay (me) via PayPal.

When I have to pay PayPal fees and eBay fees, I feel this is allowing eBay to double dip. Of course if PayPal services were free, it may be worth using this service as an alternative. But I do not trust eBay and believe that if they made PayPal free (because it is so "MUCH SAFER" for their registered users) they would then increase their eBay sales commission % to offset the loss of the PayPal transaction fee. I have already on several occasions noted to eBay (in their customer feedback and random optional surveys) that I think their sales and listing % commission fees are already too high, and that these % could be reduced somewhat with every increase in registered / active site users.... and still bring them an ever increasing revenue.

I have undertaken the majority of my transactions with eBay via online bank transactions with my Australian customers, without any problems or fraudulent acts. I generally transact with PayPal for international sales or purchases only, and similarly have had no problems. I am led to believe, via eBay discussion boards, that trying to get a refund from PayPal (for lost or misrepresented items) is time consuming and difficult, but I haven't had to go down that path ... so far.

Yours

Name excluded