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PUBLIC REGISTER

-----Original Message-----

From: NB Originals [mailto:
Sent: Saturday, 14 June 2008 2:56 PM
To: Adjudication
Subject: Ebay's plan to institute paypal only

To Whom This Concerns,

It was with great admiration that I read the ruling you announced concerning the very detailed and well reasoned response to the request from Ebay to remove all forms of payment except paypal on the ebay.au site.

Obviously the research and data submitted by ebay, banking industry and many others was totally and thoroughly reviewed prior to your ruling. It is commendable to see an agency who takes it's role in protecting the consumers so seriously as to understand all the implications involved.

As to the process of rebuttal, ebay has already responded that they will enter into "negotiations" with you about the decision and has informed it's ebay.au membership that the new paypal only payment option will begin July 15, 2008. Obviously they believe you will not hold to your decision and it's just a matter of convincing you the folly of your decision.

This hubris is common with ebay and has always thwarted any communication with them as a member of their ebay websites. To think they would be so arrogant in their response to your ruling neither surprised me nor angered me, but rather infuriated me at the total disdain to your well reasoned response to their request.

It is with great seriousness that I ask you humbly, once again to review the facts and any further information they may or indeed, may not provide before the final ruling is entered.

It may also be informative to you that in the past two weeks, paypal as an entity has had many security issues that have negatively impacted their members. One was the inability of customers that were attempting to use paypal on non-ebay sites could not get it to function properly in the pull down country currency method necessary to make purchases or pay service fees. That lasted 10 days and business owners lost untold amount of revenue with nary an email from paypal explaining the problem or admitting it's existence.

Another more recent issues of security problems was paypal billing and using direct debit to withdraw funds for supposed Skype services in the UK. One gentleman had never even used Skype, had no account to use it but was direct debited the amount nonetheless, there were others as well. According to news reports, the banks were telling those who called in that they had received a rash of such improper debits from paypal for this mysterious and invalid Skype bills. Again, paypal made no admission of error nor have they apologized publicly for this problem.

To provide proof for those two instances that I mention above, I provide links to the news of the situation and if you are so inclined, can avail yourself of those reports to confirm the matters.

Again, in closing let me thank you for your due diligence on behalf of all members of the ebay.au website and those of us who have used or are still using ebay sites elsewhere. Your decision carries much weight to how ebay may or may not attempt to force paypal on other global sites they own and the impact would be as detrimental to fair trade and consumer concerns as it is in Australia.

Sincerely,
Nancy McCaffrey
<Address excluded>

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