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Subject: ebay and paypal [SEC=UNCLASSIFIED]

Importance: High

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From: Karen Ward [mailto:
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To: Adjudication
Subject: ebay and paypal
Importance: High

ebay in its arrogance has already forced sellers and buyers to use Paypal only by blocking listings which show payment methods other than PayPal, and making other payment methods less visible and difficult to access in the checkout process. Ebay has also forced many to sign up with Paypal before they are able to buy or sell. Such arrogance in its grab for monopoly and revenue before a final decision from the ACCC is only a taste of what's to come for both sellers and buyers if ebay is granted immunity.

Perhaps the ACCC is also aware that ebay has restructured its feedback system to the detriment of its sellers. This in effect has also removed buyers protection by stealth. Under the new system sellers are not permitted to leave any negative feedback for its buyers. There is no mechanism for sellers to warn other sellers if a serial non paying buyer decides to go on the rampage. Or it may be as innocent as a buyer not being fully cognisant of the f/b system. So a neutral is acceptable in the buyer's mind. For a small seller it would not take long before the rating drops below 98% which then negates any paypal protection. This conveniently lets paypal off the hook as far as protection is concerned for both the seller and the buyer. There are many other factors that also come into play as far as paypal protection is concerned but I am the first to admit that I do not have the ability to succinctly detail them without clouding the issue. Sadly though it's not that we object to using Paypal. We object to the situation and circumstances that ebay has forced us into when we do use PayPal.

Many sellers also have strong feelings about granting ebay immunity from the gst. Ebay Australia is registered in Australia so why are they not subject to gst while sellers are required to incorporate gst in their final selling price. (Sellers are not allowed to add the 10% to the closing price). This in effect gives ebay and paypal an extra 10% as the fees are calculated on the final price (postage and handling inclusive in the case of paypal). If sellers have to collect gst then we should also be entitled to input tax from our fees, which are substantial and ever increasing. So why is ebay allowed to have all that revenue leaving the country? Claiming immunity by virtue of having its parent company registered in Switzerland is just a tax evasion practice. All companies with Australian registration should subscribe to Australian taxation laws.

In closing I would like to thank the ACCC in taking the first step to halt ebay in its preposterous plan to force exclusive use of Paypal on its sellers. Please do not allow ebay's plan to proceed further.

Online scams happen and forcing the exclusive use of Paypal in no way diminish or eliminate any form of scams. Sellers should be credited with some intelligence to decide which payment methods to utilise without ebay ruling only its methods are safe.

Thank you for taking the time to read this submission.

Karen Ward