

Macrae, Tess

Subject: FW: E-BAY SUBMISSION [SEC=UNCLASSIFIED]
Categories: SEC=UNCLASSIFIED
ACCC Classification: SEC=UNCLASSIFIED

From: Mark Taylor [mailto:
Sent: Thursday, 19 June 2008 7:30 PM
To: Adjudication
Subject: E-BAY SUBMISSION

**EXCLUDED FROM
PUBLIC REGISTER**

I have been a casual E-Bay user now for 4 1/2 years having both sold and purchased items on-line. I do not operate an on-line store and am not a 'Power Seller'.

As a seller I have offered and continue to offer all payment options; COD, local pickup, Pay Pal and bank deposits when advertising items and in the majority of sales, local purchasers have opted to utilise the direct deposit option into my nominated account rather than utilise Pay Pal or other options.

Sales are primarily 'Buy it Now' or 'Auction'. Although advertised locally on www.ebay.com.au my sale items are available worldwide. I have shipped to Europe, England and the United States. With items sold locally, purchasers occasionally choose local pick and COD option for convenience and expediency. Only the minority have chosen to utilise Pay Pal. When they have chosen the Pay Pal option, not only am I charged listing and selling fees by E-Bay but I loose funds on the sale price in the deposit and transfer of monies from my Pay Pal account to my nominated bank account. As Pay Pal is owned by E-Bay I feel this increase in fees and revenue is anticompetitive (Double dipping) and revenue raising. I know of numerous individuals and on-line businesses who have elected to sever ties with www.ebay.com.au and join alternative on-line auction sites in protest and to minimise fees (Economic and financial reasons). They are of the view that E-Bay has lost touch, too greedy and like me, not concerned with it's customer base, public perception or reputation. In essence by restricting payments to Pay Pal only E-Bay has monopolised the market and virtually eliminates choice both for the seller and purchaser. Pay Pal is not vastly superior to other current options and eliminates any form of competition or alternative payment schemes.

Purchasers I have dealt with indicated that they are wary of Pay Pal as an arm of E-Bay. Some don't have a credit card and are reticent and not confident in supplying their account or banking details and feel this information could be utilised for unlawful purposes (Identity theft and fraud). They feel more confident in making a deposit for a purchase direct to a seller rather than through an intermediary. Likewise I feel more confident when making local purchases, making a direct deposit to a seller rather than through an intermediary.

Insofar as my overseas purchases are concerned, primarily from the United States (www.ebay.com and www.ebaymotors.com), I have elected to utilise Pay Pal in preference to other payment options made available by the seller and E-Bay. It is quick, secure and convenient. Other available options are inconvenient (Cash or cheque, local pickup), or cost prohibitive (e.g. International money order, telegraphic transfer) due to additional fees and charges. Further the later incurs delays due to postage, handling and banking.

Coupled with the above major changes, is a change to giving and receiving feedback. These alterations have made it near impossible to allow the customer, seller or buyer, to make an informed choice when negative feedback can no longer be left or viewed. I can attest to a recent purchase where I was not permitted to leave negative feedback on a sale due to misleading advertising by the seller.

I feel that the mandatory use of Pay Pal by www.ebay.com.au is a restrictive and detrimental option and is not in the best interests of consumers. In a free market it is necessary to offer innovation and alternatives and not be restricted by regressive and detrimental thinking.

In conclusion, I submit that higher transaction costs will be incurred by sellers and as a result these will lead to an increase in price as sellers endeavour to recoup these unnecessary and additional costs (Mandatory Pay Pal). I am of the view that Pay Pal is not the most secure method of payment and if allowed to continue with introducing this as the only 'OPTION' this will lead to the demise of www.ebay.com.au as a viable site. If this is the case I will move to www.ebay.com where I am registered. Using better judgement, www.ebay.com has

20/06/2008

chosen NOT to introduce the Pay Pal only 'OPTION' and as such avoid the backlash and flood of customers moving to alternative web based auction sites. By allowing www.ebay.com.au to continue with this proposal would not be in the public interest.

Mark Taylor



Save a tree. Don't print this e-mail unless it's really necessary

I use BullGuard to keep my computer clean.
Try BullGuard for free: www.bullguard.com