

Roy, Lauren

Subject: eBay and Paypal and their so called safe trading environment
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From: Philip Mark Hunt [mailto: **PUBLIC REGISTER**]

Sent: Wednesday, 18 June 2008 9:50 PM

To: Adjudication

Subject: eBay and Paypal and their so called safe trading environment

Dear Sir/Madam

Further to my comments of earlier today, I would also like to comment on eBay's much vaunted reason for this new policy, which is, they say, to improve their Buyer Protection service.

In general I have found this much claimed service is quite useless and is, in fact, simply not an effective service: it is just a 'smokescreen' that appears to make eBay safe but is in truth just a lot of hooey.

I would just like to make a few quick points re my experience in trying to use that service (the so called eBay safe trading environment), which forms such a key part of their argument for bringing in this new policy re Paypal.

<!--[if !supportLists]-->1. <!--[endif]-->It is very hard to navigate into the area to begin an invocation of a dispute re non-delivery.

<!--[if !supportLists]-->2. <!--[endif]-->The general style of response by the eBay help team is full of platitudinous standard paragraphs, which lead to nothing truly effective.

<!--[if !supportLists]-->3. <!--[endif]-->In general eBay refuses to become properly involved in any dispute.

<!--[if !supportLists]-->4. <!--[endif]-->eBay constantly hides behind the Privacy Act in refusing to tell the buyer what if anything has happened re a dodgy seller.

<!--[if !supportLists]-->5. <!--[endif]-->Despite clear proof of fraudulent selling, in a couple of cases, I have never received any refund through the so-called 'eBay safe trading environment'.

<!--[if !supportLists]-->6. <!--[endif]-->The so-called 'eBay safe trading environment' is in essence a useless pretence of seeming to do something about fraudulent sellers, which in the end does nothing.

<!--[if !supportLists]-->7. <!--[endif]-->eBay's 60 day policy also fails to take account of procedures with Australia Post, the principle of giving the seller a fair go, and is in general just another way of them avoiding their responsibilities to run a safe trading environment.

<!--[if !supportLists]-->8. <!--[endif]-->Even with Paypal refunds, there is still likely to be a series of hard to climb over brick walls before getting any refund, so again the buyer loses out because they are likely to just give up due to the number of hurdles that eBay/Paypal will put in their way.

Yours faithfully

Philip Hunt

<contact details excluded>

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