

Macrae, Tess

Subject: FW: N93365: In support of ACCC's proposal to revoke immunity for eBay's PayPal only policy [SEC=UNCLASSIFIED]
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From: I-BL Sales [mailto:
Sent: Friday, 17 August 2007 10:47 PM
To: Adjudication
Subject: N93365: In support of ACCC's proposal to revoke immunity for eBay's PayPal only policy

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PUBLIC REGISTER**

Re: eBay International AG - Notification - N93365

As an interested party in response to the draft notice, I fully support ACCC's proposal to revoke immunity for eBay's PayPal only policy for the below mentioned reasons (especially Point 1 and 4)

I also wish to highlight my safety concerns for the following point (#1) which I didn't raise earlier:

Point 1. A New Security Risk: eBay's PayPal or Pickup decision may force an increase in the Wrong kind of 'Pickups' which puts novice sellers at great physical risk and danger.

There may be Negligence and insincerity on eBay's part in regards to Pay on Pickup and their commitment to physical security and privacy.

Not receiving your order is one thing, However, two years ago, my university friend who was new to eBay was nerve-wrecked when a group of men turned up at her door to pickup an item from her and asked her heaps of questions and deliberately kept pestering her for a Business invoice and warranty card which didn't exist for a 2nd hand item. She wasn't expecting this and would have loved some warning from eBay. She was incredibly fortunate I was in the neighbourhood to help her sort things out.

It could have been MUCH worse! Pay on Pickup involves physical negotiation and is Definitely Not Safe. I've been a business seller with eBay for a few years, and I haven't heard a single sentence from eBay about how to SAFELY conduct pay on pickups, putting novice sellers who have no retail experience at risk to potential thieves or criminals and can be just as high a risk for identity theft and assault. Once you know an address, you can get their phone number, and you can get their mail and much more, which is why we have a PO boxes, but how many small sellers know that? And imagine how many buyers hate eBay. If they implement PayPal for safe payment methods, why do they still offer pickups if, and I QUOTE Directly from their website "<http://pages.ebay.com.au/help/tp/payment-ov.html>"

"Please note that paying on pick up means you will not be eligible for PayPal Buyer Protection, nor will the seller be eligible for PayPal Seller Protection."

With no protection and guides to do safe pickups, I have to ask myself why in the world does eBay offer it still, yet bans all other payment methods? Obviously, it can't be for safety, now can it? What is the real reason? Is it just for show?

It seems like they pushing people to use pay on pickup now even if it is potentially very unsafe, (either that or choose PayPal)

Point 2. Potential payment discrimination for small sellers: There is a 3rd hidden fee (only present with PayPal) many people often miss: PayPal charges \$1 for all withdrawals under \$150. For large sellers, it isn't a problem. At a bank, this is usually free. PayPal discriminates against small sellers with very small turnovers, and force them to leave funds in the account without Interest, or lose \$1.00 when withdrawing it. Its not a lot, but it can add up.

Point 3. PayPal's slogan : "PayPal. Safer. Simpler. Smarter."- actually isn't very accurate when it comes to Simpler and Safer, because there are payment methods as safe (google checkout, Paymate, etc) and simpler (Net banking and money order) than PayPal. If thats so, how can PayPal be the Smart, simple and safer

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choice as they claim? and some of my customers don't even know how to use it and mistake bank deposits for 'Instant' payments hoping they'll get their order the next day when actually, payment takes several days to clear and PayPal asks us 'not to send the goods just yet till payment clears via eCheque'.

Point 4. More neglect for sellers: PayPal charges a fee, even if payment is made by Free bank deposits. Normally, Bank transfers are absolutely 'Free', such as with HSBC free online banking and other free bank accounts offering free transfers.

If PayPal charges a fee for credit card payments, that's understandable,

But for Free bank transfers, I wonder what the fees charged are used for? (it's the same amount by the way- at around 30cents per transaction as per credit card transactions). Why are we forced to pay for a transaction that is basically already free?

I feel that PayPal should not charge any fee from payments made through them via free services like internet banking transfers. This is because they are normally free..

Point 5. Many of my buyers prefer money order payments and internet banking because it's a one step process. For PayPal bank transfers, 2 steps need to be taken to make a transfer.

Point 6. Over a third of my buyers pay by bank deposit and money order. I believe this will hurt my sales because many of them do not wish to get a PayPal account or can't be bothered with the process of linking their bank to PayPal just to send funds to me when they can easily do it with Internet banking (in-fact it's faster that way as interbank transfers are usually more 'instant' than PayPal ever will be.)

Thanks for this opportunity to highlight these points.

Yours Sincerely,

Mr Kuok Hong HOR.

[Contact / business details not for public disclosure]

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