

Roy, Lauren

**Subject:** eBay International A.G. notification N93365 [SEC=UNCLASSIFIED]  
**Categories:** SEC=UNCLASSIFIED  
**ACCC Classification:** SEC=UNCLASSIFIED

**EXCLUDED FROM**

**From:** Jolana Pearce [mailto: **PUBLIC REGISTER**]  
**Sent:** Wednesday, 18 June 2008 9:21 PM  
**To:** Adjudication  
**Subject:** eBay International A.G. notification N93365

Jolana Pearce  
<contact details excluded>

**EXCLUDED FROM  
PUBLIC REGISTER**

18/6/08  
eBay International A.G. notification N93365

Dear Accc,  
I have written before, but would like to re-iterate that I fully support and appreciate your response regarding the paypal is mandatory ruling within ebay.

New information I would like to submit is that what basically Ebay are saying is false advertising. They talk about increased security, but that only applies to the buyers, not the sellers (who pay the fees for the service).

The new feedback system which is seriously on the side of the buyer (even in the case of proven power sellers), and the failings of Australia post to offer well priced registered post, will allow the sellers less chance of achieving protection and is then only possible if the buyers choose to be protected for postal loss.

Let paypal offer the same as Paymate, where the buyer will be protected only if they choose postal insurance, not offer their service as an alternative to postal insurance.

I recently was subjected to what paypal said was routine investigation of a case, where they withheld the funds someone had paid me, reversed the withdrawal I had made from my paypal account to my bank , asked me to prove I had posted it or refund the money (when it was only a test case). I am happy to supply any documentation you may need for item no <excluded material> Asking me to refund at that point was stupid, and the process of filling in the form online had to be done 3 times as it cleared everyhting I wrote as it didn't match one of their options.

It turned out that the card was not stolen, nor had the customer asked them to do any of this. I asked them to investigate another case where payment was made to my paypal account, cancelled, without notifying me the seller, paid again, looked cancelled and then magically went through. Item no <excluded material>. It took over 2 weeks to get my money, and now as the customer chose not to insure it, is wondering where it is. You can bet if she files a complaint, paypal will pay her out of my money even though she has a less than stellar feedback level, and my track record is much better. Where is my protection?  
No, they didn't investigate.

I would also like to point out that I can prove I have a few sales, the one above included, where the ebay and paypal systems do not mesh properly to give me accurate information as to whether the item is ready to send out or not, and that I do not get emails telling me an payment has been made, nor that item marked as paid in ebay. I have contacted customer help a few times, and just been told

**EXCLUDED FROM  
PUBLIC REGISTER**

**EXCLUDED FROM  
PUBLIC REGISTER**

to manually check it out in paypal, but as the paypal system does not record the ebay user name, trying to match email addresses to sales are a lot of work, and should be unnecessary if the system is not full of bugs.

I would also like to contend that the paypal system has been much slower and not accessible on quite a few occasions since they did the upgrade on the 12<sup>th</sup> of June making accessing your funds or paying bills much harder and a longer process, if possible in that time frame at all. No, there have been no warning messages in ebay either.

I contend that for 10 months I have had a bug in my ebay system that if a person only buys one item, they will not be sent my bank account details (only if they buy more than one item, when the invoice is combined are alternate bank account details sent to the customer, and you can tell by looking at the invoice). I have cut and paste discussion with live help about this, rung the ebay customer help no less than 5 times on the subject over 10 months to have this bug not fixed. This amounts to people using paypal a lot more than they would if they could access bank details. They have given me a work around, which only works occasionally (has been known to disappear altogether at times), and certainly doesn't help customer's freedom of payment choice.

I rang the ebay power seller line last week about this, have had no response, and have done so again today.

I also object to the way ebay are advertising this on their system. They are now telling people it will come into place in July making it look like they still it will come into being, and I find that almost false advertising at this point. They should be not giving a date at all and waiting on the outcome before trying this again.

I regularly have 300 items for sale, and tried taking 80 to oztion, a combination of clearance items, and good sellers, and was completely startled by the lack of sales. I listed the items cheaper than ebay to see what the response would be. I sold one item I set up for a person that was pre-arranged, and nothing else for over 20 days. In ebay, my sales fluctuate between \$8500-\$10,000 a month depending on season and customer unhappiness with ebay policy, which I think is effecting sales, so for me, and many like me, I cannot run my business on this alternate site, no matter how many buyres are signing up there. Ebay has a much wider audience, and as, in my last BAS period, 10 % of my trade was to overseas locations, these sales will not be available to me either on alternate websites.

Again, happy to provide any necessary documentation that you may require.

Jolana Pearce  
<email address excluded>

**EXCLUDED FROM  
PUBLIC REGISTER**

Thanks,

Jolana

---

Find out: SEEK Salary Centre [Are you paid what you're worth?](#)