

Roy, Lauren

Subject: E-Bay and PayPal want Unfair Trading Advantage. [SEC=UNCLASSIFIED]
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From: Angela Jackson [mailto: **PUBLIC REGISTER**]
Sent: Tuesday, 24 June 2008 10:51 PM
To: Adjudication
Subject: E-Bay and PayPal want Unfair Trading Advantage.

Dear Sirs,

Re: The Draft Notice

In my humble opinion PayPal is blatantly disadvantaging sellers on other auction sites saying they only give protection to sellers on E-Bay. The amount of money I lost due to PayPal reversing a fraudulent claim by a buyer is small but it is the principle. I will explain.

A buyer purchased an item from me through Ozton an online Australia auction site.

- The buyer used a relatives Credit Card and paid via PayPal
- On Notification of Paymet Received from PayPal order was dispatched by Registered Post
- The relative who owned the Credit Card complained and PayPal advised me that they were investigation and not to dispatch the order (I informed them it had been dispatched on their notification of payment received and told them it had been send by Registered Post and gave them the Registered Post Number)
- PayPal have reversed the payment (and it appears they will not refund me)
- I closed my account with PayPal a couple of days ago.

Today, I contacted PayPal by telephone and asked their representative where this leaves me in so far as getting my money seeing that I sent the order after notification of money received from PayPal and was told "ONLY SELLERS ON E-BAY HAVE SELLERS PROTECTION".

They do not promote this fact as clearly as they should because I registered with PayPal as a safe way for buyers and sellers – not so, it seems together E-Bay and PayPal want the lot which amounts to unfair advantage. I think PayPal is trying to force all sellers on the E-Bay and this is overall bad for Fair Competition.

I hope my short story makes some impact to keep trading fair and open in Australia.

Thank you for your time,

Angela Jackson
<contact details excluded>

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