

Roy, Lauren

Subject: eBay International A.G. notification N93365 [SEC=UNCLASSIFIED]

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From: Rosenfels, Joe [mailto:

Sent: Thursday, 19 June 2008 1:11 PM

To: Roy, Lauren

Subject: RE: eBay International A.G. notification N93365 [SEC=UNCLASSIFIED]

Response to ACCC decision.

I recently purchased a item of EBAY and used PAYPAL to complete the transaction. My experience so far:

I won the EBAY item on the 8th of June.

On the 9th I paid with Paypal.

On the 13th the payment was sent to the Buyer (status update on EBAY listing)

I spoke to the Buyer on the 16th as he send me a email, via EBAY, as to why there was money missing.

The money missing was the 3.5% that PAYPAL charged. The seller was not happy!

On the 19th the money had still not cleared PAYPAL accounts and gone into the Sellers Bank Account.

Hence, the item is still waiting to be shipped.

Neither party is happy with the turn around in time for just one transaction, why did it take 5days for PAYPAL to send the money?

It is obvious that forcing a seller to use PAYPAL that they are not aware of the fees, perhaps EBAY should list the PAYPAL fee for the buyer, off the starting Bid or EBAY buy now price. to make them aware up front!

PAYPAL does not automatically place the funds into your Bank account, another area where EBAY is not stating the operational aspects up front when you list.

Unless ACCC stop EBAY from forcing PAYPAL on Sellers, the above will be the standard practice. I have used PAYPAL overseas and the difference is that I do not have to check with the seller anything but then again they are business Sellers not individual Sellers.

We need the KISS approach and suitable buying options from the seller, not just PAYPAL.

Rgds, Joe Rosenfels