

Roy, Lauren

Subject: Response to ACCC Draft Notice re. Ebay Notification N93365
[SEC=UNCLASSIFIED]
Categories: SEC=UNCLASSIFIED
ACCC Classification: SEC=UNCLASSIFIED

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PUBLIC REGISTER**

From: <name and address excluded>
Sent: Wednesday, 25 June 2008 12:55 PM
To: Adjudication
Subject: Response to ACCC Draft Notice re. Ebay Notification N93365

Submission: In support of ACCC's Draft Notice in respect of a notification lodged by eBay International A.G.

Note: permission granted for this submission to be placed on the public register (excluding my name & email address)

Dear Sir/Madam,

I would like to add this submission in strong support of the ACCC Draft Notice to revoke the immunity sought by eBay Australia in relation to their notification N93365, for both stage 1 (PayPal must be included as a payment option) and stage 2 (Paypal will be the only allowed payment method - together with 'Pay on Pickup').

I have been both a buyer & Power Seller on eBay for nearly 4 years, with over 4000+ (100%) positive feedback. I sell & buy in highly specialised collectables categories & have a customer base that is predominantly over 50 yrs of age. My valued customers have always chosen the way they wish to pay, the majority (60%) using bank deposit, money order or personal cheque.

I have always offered Paypal as a payment option to my customers, for my international customers & for those who wish to use their credit card (I do not have merchant facilities). This balance of choice has always worked as customers can choose the method that suits them.

The conduct detailed in the Notification will severely impair my ability to continue to trade with & service the majority of my customers.

Since eBay's original submission for immunity to the ACCC my turnover has dropped from \$15,000 p.m. to \$2,500 p.m.. Implementation of the conduct by eBay will close me down. ☹
The huge advertising campaign eBay have conducted on the site, together with press & media interviews, has decimated buyer & seller confidence.

With eBay saying buyers need protection by using Paypal only, they are effectively labelling every seller on the site someone that the buyer needs to be protected from. ☹

I do not feel my customers need protection before they buy from me, nor from 1000,s of similar sellers who offer excellent products & service.

The tragedy is that the sellers that customers do need protection from are not removed from the site, but allowed to continue listing. ☹

Comparing us to Heroin traffickers was/is highly inflammatory ☹

As a buyer I use Paypal for all of my overseas purchases and it works well. For all of my Australia purchases I pay using Bank deposit. The only sellers I have found the need for protection have been from those where I have used Paypal as my payment method (ie. From overseas sellers). When I have had a problem with an Australia seller each & every one of them (both small & large) have worked with me to resolve the issue, without the need for protection.

In conclusion, I would commend the ACCC for the issuing of the Draft Notice & looking forward to the complete revocation of immunity for the Conduct proposed by eBay from yourselves, in due course.

Yours Sincerely,

27/06/2008

<name excluded>

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