

Roy, Lauren

Subject: eBay International AG - Notification - N93365 [SEC=UNCLASSIFIED]
Importance: High
Categories: SEC=UNCLASSIFIED
ACCC Classification: SEC=UNCLASSIFIED

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PUBLIC REGISTER**

From: <name and address excluded>
Sent: Thursday, 26 June 2008 8:43 AM
To: Adjudication
Subject: eBay International AG - Notification - N93365
Importance: High

Dear Mr Samuels ... Ms Roy ... to whom it may concern ...

I have read the eBay notification and their submissions to the ACCC about exclusive dealing. I have also read many submissions against the proposed conduct and the ACCC's draft notice of revocation.

I agree with the ACCC's draft notice as I believe eBay's proposed conduct would decrease competition and not have an overall public benefit."

My son recently made two purchases off Ebay, paid by Paypal and neither book arrived. The seller of one of the books (purchase made May 18) is still trading and Ebay allowed this. They are blatantly allowing some sellers to continue to rip people off, Ebay gets it's fees from listings and Paypal and the consumer is left high and dry!!! As of today, June 26 here is the seller's monthly sales. Please note, I am not bagging sellers, it's just an example of Ebay's total disregard to both buyers and sellers. They want their money at any cost!!

Recent Feedback Ratings (last 12 months)

	1 month	6 months	12 months
 Positive	<u>208</u>	<u>299</u>	<u>299</u>
 Neutral	<u>19</u>	<u>19</u>	<u>19</u>
 Negative	<u>282</u>	<u>282</u>	<u>282</u>

We put in a claim with Paypal and here is their response.

We have concluded our investigation into your case and have decided in your favour.

We were able to recover \$xxxx and this amount has been credited to you.

If you are due any additional funds, we will make our best effort to recover the balance from the seller.

If the seller's account has insufficient funds to complete the refund owed to you, please be assured that we will take appropriate action against the seller's account, which may include limitation of the seller's account privileges.

Back in 2005, my husband purchased an item from Ebay, paid by Paypal and the item never arrived. He put in a claim but never saw any refund. Here is their response.

27/06/2008

We have completed our investigation of this case. We attempted to process a refund from the seller's account to your account. Unfortunately, the seller's account does not contain the funds necessary to cover this refund. We were able to recover \$0.00 USD. We have taken action against the seller and are working to recover the remainder of your refund. We will contact you when we have more information. No further action is required of you at this time.

Ebay is promoting buyer protection from Paypal, yet their actions do not reflect this.

Yours sincerely,

<name excluded>

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(please withhold my name as I am worried Ebay will suspend my account) but add it to the public register please.