

Macrae, Tess

Subject: FW: Ebay and Paypal [SEC=UNCLASSIFIED]

Categories: SEC=UNCLASSIFIED
ACCC Classification: SEC=UNCLASSIFIED

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-----Original Message-----

From: [mailto:
Sent: Thursday, 26 June 2008 7:31 AM
To: Adjudication; ((PH:))
Subject: Ebay and Paypal

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Dear Sir / Madam

As a long time Ebay and Paypal user I implore you not to allow Ebay to force the Paypal upon those that dont want it.

It is a useful tool when it works , but when it doesnt their customer service, dispute resolution or general care factor is appalling or non existent.

I had approx. \$250 taken from my Paypal account without my authority, I filled in all the online Paypal forms and only ever received a computer generated response, promising to look into it.

I emailed Paypal nearly every day with no response.

I tracked down the person in Canada who had my money in his account and rung him up but he denied having received the money, so I contacted the Canadian Police who were no help.

I then contacted the NSW police, they suggested I ring Ebay, I said " there is no number for Ebay" the policeman said " Yes there is but they dont want you to know what it is ,so that you want ring them up" he gave me their number.

I rang Ebay and the first thing they asked was " How did you get this number?" , the lady at Ebay suggested I go to the bank and have the credit card transaction cancelled, I did this and Paypal promptly cancelled my account, as I was to later learn I gave up all my

rights regarding my credit card when I sign up for Paypal, Canceling a transaction even if fraudulent is NOT ALLOWED.

I hear stories like this all the time from Ebay friends and on the Ebay forums.

I Have a new Paypal account and still use it despite my bad experience because when buying from overseas it is very convenient but I loathe the idea of being forced to use it as Ebay is effectively double dipping, getting paid twice for the one sale.

Forcing the seller to use Paypal is just a scam by Ebay to double its profit under the guise of buyer protection, but the reality is Ebays interest in protecting anyones interest other than their own is non existant pretty much like their customer service.

Please dont allow Ebay to get away with this or let them read my details, I dont want them messing with my accounts again because of my submission.

Faithfully

<name excluded>

<address excluded>

<phone number excluded>

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