

Roy, Lauren

Subject: eBay International A.G. Notification N93365 [SEC=UNCLASSIFIED]
Categories: SEC=UNCLASSIFIED
Attachments: final.jpg
ACCC Classification: SEC=UNCLASSIFIED

EXCLUDED FROM

From: Simply Jewelry [mailto: **PUBLIC REGISTER**]
Sent: Thursday, 26 June 2008 3:52 PM
To: Adjudication
Subject: Re: eBay International A.G. Notification N93365

Dear Sir/Madam,

Further to my past submissions, I would also like to submit the following information to you Re: eBay International A.G. Notification N93365.

Despite it being 14 days after you published the draft notice against ebay pushing forward with their Paypal only policy, and ebay's agreement to postpone until 15th July 2008. The site is still riddled with mis-information, plus <excluded> messages and write-up's, such as that written at <http://pages.ebay.com.au/education/learn-to-buy-safely.html> :

4) Pay Safely

Sellers on eBay.Com.au are required to offer PayPal as a payment method in their listings. You can pay via PayPal by using your existing PayPal account balance (if any), or a credit/debit card or bank account. Your PayPal account balance is the default source for payments. We recommend that sellers send the item to you once they have received payment, so ensure that you pay promptly. Some items may also be available for you to pay on pick up (i.e paid for when picking up the item) but this can only be offered in conjunction with PayPal.

There is no mention of buyers still being able to make payments outside the Paypal system. Other communications to prospective buyers also include <excluded> wording (i.e Paypal now the only payment method available) and encouragement to sign up with Paypal. This has been particularly noted by ebay members on pages where buyers are agreeing to place bids.

In addition to this, it has come to the communities attention today (26th June 2008) that a member contacted ebay's live help for assistance with offering Paymate in their listings. The response, considering Paymate is still supposed to be included with accepted payment methods as stated here <http://pages.ebay.com.au/help/policies/accepted-payments-policy.html> (**Payment Services permitted on eBay:** Allpay.net, Bidpay, Canadian Tire Money, cash2india, CertaPay, Checkfree.Com, hyperwallet.Com, Moneybookers.Com, Nochex.Com, Ozpay.biz, PayPal, **Paymate.Com.au**, Propay.Com, XOOM.) is quite unbelievable!
 This is the transcript from that communication:

System

Thanks for contacting eBay Australia. A Live Help agent will be with you shortly.

10:41:03 AM System

Your chat session will begin soon. Thanks for your continued patience.

10:41:33 AM System

Thank you for waiting. You can see the current estimated wait time just below the "Send"

button within this window.

10:41:52 AM System

Terri K. Has joined this session!

10:41:58 AM System

Connected with Terri K.

10:41:58 AM Terri K.

Hello, and thank you for contacting eBay Australia Live Chat. My name is Terri, and I will be your Representative for today. Before we begin, can I get your registered eBay User ID?

10:42:02 AM bnwt

Hello terri

10:42:07 AM bnwt

Bnwt

10:42:49 AM bnwt

Can I use the Paymate Express payment in my listings ??

10:43:07 AM bnwt

They provide HTML to give you a button

10:43:48 AM Terri K.

Unfortunately PayMate Express is not an accepted payment method on eBay

10:44:04 AM bnwt

Oh

10:44:16 AM bnwt

So I can't use paymate then ??

10:44:41 AM bnwt

that's a bugger

10:44:56 AM Terri K.

Unfortunately not

10:45:11 AM bnwt

Ok thanks for your help Terri

I sincerely hope that the ACCC does make the right decision, and quickly, following the conference on 30th June.

Regards,

Colin Elliott

Simply Jewelry 4U

www.simplyjewelry.com.au

<contact details excluded>

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