

Macrae, Tess

Subject: FW: Ebay International AG Exclusive Dealing Notification N93365
[SEC=UNCLASSIFIED]
Categories: SEC=UNCLASSIFIED
ACCC Classification: SEC=UNCLASSIFIED

EXCLUDED FROM
PUBLIC REGISTER

From: Steve [mailto:
Sent: Sunday, 29 June 2008 10:33 PM
To: Adjudication
Subject: Ebay International AG Exclusive Dealing Notification N93365

To: Lauren ROY
adjudication@acc.gov.au

EXCLUDED FROM
PUBLIC REGISTER

From: Stephen Little
<[email address excluded](#)>

Please exclude my email address from public register

Re: Ebay International AG Exclusive Dealing Notification N93365

I wish to strongly oppose eBay's attempt to limit available payment options to Paypal, which is a company owned by eBay International.

I have been a member of eBay for over 5 years as a buyer. I have a Paypal account which I occasionally use (opened in order to purchase internationally) and I also use internet bank transfer to pay for my purchases, which I find to be simple, quick and safe. I have read the eBay notification and their submissions to the ACCC about exclusive dealing, and I have also read the ACCC's draft notice of revocation.

I object to the mandatory use of Paypal as the only payment method available on the Australian eBay website due to its anti-competitive nature and the issues that will ensue, such as the likelihood of little improvement to customer service and a hefty fee-structure that has little chance of being reduced to benefit consumers.

I also do not believe that Paypal is the safest payment method that can be used in online purchasing. Bank transfer does not involve my account details being given to the seller, however as a user of Paypal, I must provide this third party with my account details. I have read many discussions on the eBay forums regarding members who have lost money because Paypal has adjudicated their transaction without fully knowing the facts.

There have been several instances where Paypal has been inoperational for several days over the past few months, and if the Paypal site is experiencing difficulties, sellers will not be able to receive payment until it is functioning again, should it be the only payment method allowed. Imagine how that would affect a small business which relies on trading via eBay.

For transaction problems where the buyer is scammed by a seller (item not as described, or item not sent), eBay would better serve their members by insisting on verification procedures to ensure that

the sellers who use their site were who they say they are rather than forcing their own payment system onto the transaction.

I am also concerned that Paypal has not signed the EFT Code of Conduct which I feel is necessary to ensure that they conform to the standards of service expected of companies involved in funds transfer.

I note that the eBay site has in the past offered payment by Paymate which is an Australian company offering similar services to Paypal, but has withdrawn its availability. I also note that eBay in the past offered a buyer protection policy when payment was made by bank deposit but has withdrawn this protection. I believe ebay's removal of alternate payment methods with their buyer protection policies and the subsequent mandatory use of Paypal to be solely for financial gain.

I commend you on your draft notification to revoke immunity for eBay's exclusive dealing under Section 47 of the Trade Practices Act 1974 and trust that you will make a final decision to prevent eBay from forcing all consumers to use Paypal as the only accepted payment method.