

Macrae, Tess

Subject: FW: eBay International AG - Notification - N93365 [SEC=UNCLASSIFIED]

Categories: SEC=UNCLASSIFIED
ACCC Classification: SEC=UNCLASSIFIED

EXCLUDED FROM
PUBLIC REGISTER

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

From: Mike Williams [mailto:

Sent: Sunday, 29 June 2008 11:05 PM

To: Adjudication

Subject: RE: eBay International AG - Notification - N93365

To the ACCC

I wish to state my case for preventing eBay from restricting auction payments to PayPal.

I have been an eBay buyer for over a decade, and have had a PayPal account for nearly as long. I closed my PayPal account on the 15 June 2008 after the frustrations of trying to complete an eBay auction using their system.

My credit card number had recently changed and PayPal would not allow me to change the number on the card because it was based in Australia and they perceived that my account was based in the UK, despite the fact that I had no UK GBP-denominated accounts. My account had originally been opened in the USA during a period when I was a working resident of the USA. I had both USD and AUD accounts registered with PayPal in order to minimize exchange rate costs.

After much to-and-fro in email with their support staff, they requested that I call them in the UK (at international rates) to resolve the problem. They couldn't explain why I had to call the UK, and didn't offer any local communication method. The support requests lodged on the matter were coded <text excluded> and <text excluded>.

If I was simply dealing with my (Australian) bank then I could quickly deal with any issues with a local call or a trip to my local bank branch. If I was dissatisfied, I could simply open an account with another bank. Under eBay's proposal I am stuck with trying to deal with support staff in another country who seem to wilfully ignore every supplied detail of a support issue.

Thank you

Michael Williams
<address excluded>

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