

Macrae, Tess

Subject: FW: Subject:Response to ACCC Draft Notice re. Ebay Notification N93365
[SEC=UNCLASSIFIED]

Categories: SEC=UNCLASSIFIED

ACCC Classification: SEC=UNCLASSIFIED

~~EXCLUDED FROM
PUBLIC REGISTER~~

From: [mailto:
Sent: Monday, 30 June 2008 1:12 AM
To: Adjudication
Subject: Subject:Response to ACCC Draft Notice re. Ebay Notification N93365

Dear Sir or Madam,

I fully support the action Australian Competition and Consumer Commission has taken in issuing a draft notice proposing to revoke a notification* lodged by eBay International A.G, wherein eBay proposed to mandate the use of PayPal for almost all transactions on the eBay site. I agree with the ACCC that this proposal does not give buyers or sellers with a choice and completely cuts out competition of other payment providers. Who better to make the choice of how payments are made than the buyers and sellers.

I am a 62 year old lady who has been on a disability pension since November and have been selling on eBay for about 21/2 years. My husband became an aged pensioner in November last year. One of the main reason I continue to sell is to complement our low income, so we can remain in a Private Health Fund as I have a number of health issues and do not want to rely on the Public Health System. I do not earn enough to put us over the threshold of paying tax or losing any pension - my health does not allow me to keep this up as I often have to have a break. I sell small items that I enjoy and the average price is \$8.00. I think the highest price I have ever sold anything for is \$20.00. I do not intend to charge higher fees to customers to covers the fees for eBay's greed.

If I had to accept Paypal, by the time I paid the eBay fees and Paypal fees I would little left and the selling exercise would be futile. At the moment the majority of my customers pay by Bank Deposit or Internet Transfer and I have had no problems that I can remember, except for a couple of buyers who didn't pay, which can happen with any method of payment.

I think it is wrong that Paypal charge \$1.00 if you withdraw less than \$150.00 of your own money from your Paypal account as they are not a Bank. They make their own rules.

Also, since they first announced that Paypal would be the only payment accepted they had made it harder and harder for buyers to find my Bank Details when checking out. I now include them in my own invoice details. They should show in eBay's checkout, as they are recorded for each item listed for sale.

eBay are quite happy to increase fees at the drop of a hat but their Customer Service is the worst I have come across. They don't seem to care about what happens to people once they have their money, and their robotic, cut and paste replies to genuine questions leave much to be desired. It seems at times that the person "Pink" who answers the question has no idea what the member is asking and it is not unusual to receive more than one different answer to the one question. I don't really blame the staff for this problem - I think the problem comes from higher up, and even then the answers given aren't always correct.

Their advertising leaves much to be desired and seems to be written by young people with warped senses of humour. The lack of Australian knowledge also comes through and is very annoying and at times embarrassing.

I am quite happy for my name to be made public but not my email address.

Kind Regards

Kaye Stuart

USER ID KAYEDON PRODUCTS