

Chisholm, Shane

Subject: FW: ebay selling, pay pal exclusive financial transactional rights
[SEC=UNCLASSIFIED]

Categories: SEC=UNCLASSIFIED

ACCC Classification: SEC=UNCLASSIFIED

From: Noel Hillis [mailto:Public.Reviewer@accc.gov.au]

Sent: Saturday, 28 June 2008 12:05 AM

To: Adjudication

Subject: ebay selling, pay pal exclusive financial transactional rights

G'day Mr Samuel, I'm not sure if I have found the correct forum to submit to you a very strong protest at the "Ebay-Paypal" directives that all financial movement must be channelled through the paypal facility. However, given how strongly I feel about this new and changed circumstance, I feel compelled to battle through to reach your forum/adjudicational medium(in an area that is not my "comfort zone") to register a most emphatic protest. Introducing myself, I run an ebay site called "ginolabay" and I have an auction site and "store" with a current sales list of about 700 items and a "feedback rating of "99% ", approaching 1000 "feedback responses"- over the last 12 months. Firstly, I feel paypal has been an excellent service and, within its parameters, still is- when it comes to international transactions... From an escrow facility to a global expediter it is second to none...And, allowing seamless goods-money exchange, to the four corners of the world is still a source of wonderment!!! Where it all starts to go sour is when, "The Police Department Employees` Credit Union..." or, the "QANTAS Staff Credit Union..." wants to transfer to my "MECU"{teachers] credit union -without" bank" fees (that`s why we`re in credit unions!) and we are told, sorry-Not Allowed -must be sheep-dogged through paypal... Thats my FIRST complaint- a simple, easy transaction has now been rationally and commercially diverted and, I would argue, with an interventionist and transactional fee- to pay an unnecessary agent! SECONDLY, having intervened, it will now take "5 to 7 days to transfer to your bank..."! Then guess what?!! If your `relay` is not over a certain amount(I think it`s \$100) then you`ll incur an additional fee...! Thus, and think about it! (because it generally doesn`t affect me!), but if you don`t have enough to transfer-without incurring another fee- then your `piddly` amount is frozen until you find enough to sell to get a high enough amount to get over their `plateau`...without another cost! My THIRD complaint pertains to apparent ebay policy, whereby the seller is not allowed to mention any paypal costs as part of the selling equation. It must not be mentioned and thus, in a "defacto sense" has to be "merged "into` selling price/postage/shipping- but, MUST NOT be cited as an overhead! FOURTHLY, for me there is a serious question of "liquidity". In a good week, I may have to pay out \$200 in postage. My postmaster will accept a personal cheque and, naturally cash postal orders. On-line selling is indivisably to do with postage... and, a sole paypal method of payment-with its accompanying elongation of accessibility- imperils my ability to meet the postage costs. In my communication with ebay they have acknowledged that this is a clear deficiency happening to me (but arguing the "safety" offset as a "greater good") but simultaneously refusing to offer me "FULL BANK FACILITIES" (eg:cheque book) though demanding to behave as my SOLE BANK REPRESENTATIVE...I do not want ebay to be my only financial choice in my local on-line commercial arena; I am happy for them to be my conduit to international transactions and pay them the fees necessary to run a profitable operation...FIFTHLY, and, without wishing to dilute the foregoing "grievances"and, recognising it may be outside the guidelines of the ACCC` brief, I do feel that a further constraint has been established by ebay/paypal preventing a fair commercial intercourse between the two transacting parties- making ebay the only arbiter of this commercial intercourse, through the mechanism of the "feed-back forum". This allows the purchaser to register positive, negative or neutral commentary on the transaction yet only allows the vendor the scope to give "positive" opinion! How is this fair and free intercourse? And, if this is not part of restrictive trade practices -and the inherent potential for unfair leverage- given the indivisibility of paypal/ebay...Concomitantly, are ebay/pay pal subject to the scrutiny of usual Bank "watchdogs"/ omnobudsman financial probity? Completing my submission, I do feel that ebay/paypal has embarked on a "high-handed" (their current notifications totally confirm this!) approach that disdains your ability to subject them to a fair code of practice commensurate with the conventional financial institutions codes of behaviour

yours sincerely, noel hillis

2/07/2008