

Roy, Lauren

Subject: eBay International A.G. notification N93365 [SEC=UNCLASSIFIED]

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PUBLIC REGISTER**

From: [mailto:](#)

Sent: Friday, 20 June 2008 2:58 PM

To: Roy, Lauren

Subject: Re: eBay International A.G. notification N93365 [SEC=UNCLASSIFIED]

Hello,

I am writing again in reply to the ACCC's draft proposal and to again voice my dissatisfaction at eBay's planned changes to their accepted payment methods.

I whole heartedly agree with the ACCC's draft proposal blocking eBay from such actions. Please accept my agreement and support of the draft proposal as public record.

eBay claims extra buyer protection up to \$20,000 dollars if buyers pay via PayPal. They fail to be completely clear with buyers over the amount of protection. If you are to read the 'fine print' you will see this only applies to sellers with a certain feedback percentage.

The new changes eBay has made to their feedback system does not allow sellers to leave negative feedback for buyers, supposedly so buyers can feel safer leaving a negative for a seller without fear of a retaliatory negative from the seller. All this will amount to is more 'unfair' or 'unwarranted' negative and neutral feedback for sellers, which in turn lowers their feedback rating to a level below the threshold for PayPal's "\$20,000 buyer protection" ('neutral' feedback will also lower a sellers feedback percentage)

eBay state on their website one of their values as "We believe that an honest, open environment can bring out the best in people"

How can that be honest and open when sellers cannot leave true feedback for buyers - negative or neutral feedback?

It is certainly not a fair system now, which is only geared towards lessening the amount of responsibility and protection eBay has for sellers and buyers. Any complaint to eBay about unfair feedback, or having it removed is met with jumbled up, nonsensical, extremely unprofessional and unhelpful confusing emails that leave a seller or buyer more confused than ever! See www.rohanionline.com/stuff/ebay.txt for one sellers experience with the so canned 'help' staff at eBay.

If they have trouble answering a simple query like that... who knows how badly they could stuff up and ruin people's finances if they have total control over every ebay user's accounts via paypal! People's livelihoods are at stake!

EBay is the largest online auction website in Australia at the moment, and because of its massive share of the market, it is using its power to force upon its customers (the sellers) only one method of payment. This is blatantly a lessening of competition in the market of online payments! (I'm sure I don't have to mention also that PayPal is owned by eBay!!)

Why should eBay have the power to force consumers into only accepting PayPal? Shouldn't it be up to the seller to determine what payment methods are best suited to them? After all, another of eBay's core values as stated on its website is:

"We recognise and respect everyone as a unique individual."

There are so many reasons why the flawed 'PayPal only' policy eBay plans on implementing should not be allowed, numerous horror stories from sellers telling of how they've been ripped off thousands of dollars, had their accounts frozen for days on end. PayPal don't even abide to any local Australian banking codes of conduct! Who is going to protect sellers from PayPal when they have problems? PayPal doesn't report to a higher authority!

EBay should be stopped from implementing their PayPal only plan as soon as possible. There are many many many more reasons other than what I have just mentioned. I have barely scratched the surface... all you'd need to do is look at the ebay forum boards to discover a multitude of other reasons why this is a bad idea, hundreds of disgruntled ebay sellers and buyer... get in quick - ebay moderators are deleting posts and threads that dont agree with their policys at an alarming rate!

Regards

Cam Baker,

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