

Roy, Lauren

Subject: EBay AG. Notification N93365 [SEC=UNCLASSIFIED]
Categories: SEC=UNCLASSIFIED
Attachments: Screen_Dump.doc
ACCC Classification: SEC=UNCLASSIFIED

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From: <email address excluded>
Sent: Tuesday, 24 June 2008 9:35 PM
To: Adjudication
Subject: EBay AG. Notification N93365

To Whom It May Concern,

I am a user of EBay and previously sent an objection in regard to the exclusive dealing notification.

I have also submitted an email in total agreement and support of the ACCC's draft notice as the exclusive dealing notification is anti-competitive and of no benefit to consumers.

I have recently encountered some problems with Paypal that I would like to bring to your attention.

Firstly as a seller.

I listed some items recently & this was in the listing instructions (see attachment screen dump 1)

My husband is an IT professional and has no knowledge of eBay. I have shown him the window marked "attention." His response is that the window would take an estimated 30 minutes to alter. I believe this to be [redacted] on the part of eBay in an attempt to confuse and draw more customers to Paypal.

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As a buyer

An American seller sent me a small postage refund on 13/6/08 (see attachment) The email stated that this refund was an 'instant transfer'.

I still have NO access to that money. see attached copy of Paypal account.

I purchased an item on 23/6/08 and assumed that the money in my Paypal account would be used, together with a debit from my bank account.

The total amount of money was debited from my bank account and the small amount of cash is still sitting in my Paypal account.

This means that Paypal is using my money for their own monetary gains and when they decide to credit my account I will be charged \$1.00- for the service. I can see no just reason why they are withholding MY money for so long.

On my purchase of an item 24/6/08. The 'payment'. page was almost totally covered by Paypal, I scrolled down to the bottom of page to find bank deposit, but when I clicked on that, there were no bank details on the invoice. It appears that bank details are being excluded by eBay. I assume that this is yet again, <excluded> on the part of eBay to lure more customers into paying via Paypal. Otherwise various emails with details have to be sent between buyer and seller.

I have asked many questions of eBay staff on the 'hidden board' the "ESS' board and the Paypal board.

10/07/2008

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I am querying this action with my money.

also,

micro-payments

guest check-out

linking 2 bank accounts in regard to sending 'instant transfer'

I have been asking for weeks, and no-one will give me any answers.

I cannot entrust my money to a company that will simply not respond to legitimate and serious questions.

I can only assume that they do not know the answers either, or that they don't want us to know the answers.

I thank you for your attention and I agree for this to be shown on the Public Register.

D. Rankin

<contact details excluded>

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PUBLIC REGISTER**