



FILE NOTE

Matter name:	eBay International AG exclusive dealing notification N93365		
ACCC parties	Lauren Roy		
Other parties	Paul Salter		
		Date	17/06/2008

Paul called to provide an oral submission regarding this matter.

Paul was informed a record of the conversation would be placed on the ACCC's Public Register and was given the opportunity to review the record.

Paul submitted that he would like it on record that he has personally suffered as a result of PayPal's 'unethical system'.

Paul considers that PayPal's system is pro-buyers and penalises sellers. Paul noted that he lost \$800 because when one of his buyers issued a false chargeback, PayPal refunded the buyer, sending Paul's account into debit. Further sales that Paul made went against his debited account and he couldn't ship the goods, causing his selling account to collapse. Paul submitted that he is unable to sell on eBay while sellers are required to offer PayPal as a payment option.

Paul submitted that this happens to people on a regular basis, and noted there are similar stories on paypalsucks.com.

Paul also noted that eBay have posted a message on their site that states direct deposit is a safe and easy way to pay eBay fees. Paul submitted that eBay did not offer PayPal as a payment option for eBay fees until around two weeks ago, in response to criticism from sellers that if PayPal was in fact a more secure method of transaction, it should also be available to pay eBay fees.

Paul stated that this quote may have been removed since, but noted that it has been there for years previously.