

Roy, Lauren

Subject: Listings being pulled on eBay [SEC=UNCLASSIFIED]
Categories: SEC=UNCLASSIFIED
Attachments: Pulled listings.htm
ACCC Classification: SEC=UNCLASSIFIED

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PUBLIC REGISTER**

From: Maureen & Ron Chuck [mailto:
Sent: Friday, 27 June 2008 2:50 PM
To: Adjudication
Cc: 'gralbow'
Subject: Listings being pulled on eBay

I am sending this as an addendum to my previous submissions. Please find attached a thread from Round Table on eBay's discussion boards. The opening poster has complained about eBay removing her listings because she specified in her listings that she preferred to be paid by Direct Deposit. EBay also contacted one of her buyers and advised the buyer not to proceed with the contract. EBay have moved from mischievously [redacted] buyers into paying by PayPal by removing bank details from members' listings in the Checkout part of transactions. This was obviously done to persuade buyers to sue PayPal. Buyers would have to send an email to the seller requesting banking details or pay by PayPal. I'm sure eBay was relying on buyers taking the easier option. Now they are aggressively bullying sellers and buyers. The is mean and petty behaviour on the part of a large corporation against relatively powerless individuals.

Despite eBay saying that they are "working with the ACCC" they are constantly flouting the Draft Notice and undermining its authority. I'm sure you are aware that eBay sent out a press release that was headed "ACCC undermines online consumer protection"! The arrogance of the executives at eBay and their determination to get their own way seems to be limitless. Below is the full text of their media release which eBay posted on their Announcements section of their website.

I'm not sure whether eBay's actions by removing listings is illegal but it certainly is an indication of the morals of the executives at eBay.

Kind regards,

Maureen Chuck
 <contact details excluded>

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13 June 2008 | 05:08PM EST

eBay has released a media statement regarding the ACCC's draft notice.

The statement reads as follows:

ACCC draft notice undermines online consumer protection

eBay will continue to fight for safety benefits for consumers

13 June 2008: eBay challenges yesterday's Australian Competition and Consumer Commission's (ACCC) draft notice and is disappointed that the ACCC's current view delays the opportunity to provide consumers a more secure way to shop on eBay.com.au with confidence.

eBay intends to work with the ACCC and hopes to achieve a final outcome which has the safety and security of eBay's members as its paramount objective. eBay will delay the removal of other payment methods from the site until Tuesday 15 July.

PayPal offers consumers a range of payment choices, including bank transfer and credit cards. It's a safer and easier online payment system that significantly enhances protection for eBay buyers and sellers.

eBay is pleased to confirm that PayPal buyer protection will jump to \$20,000 on eBay.com.au for purchases paid for using PayPal from Tuesday 17 June.

eBay believes the consumer benefits of this initiative are worth fighting for on behalf of its buyers which will ultimately benefit sellers.

What does this mean for you?

PayPal Buyer Protection will still increase to **\$20,000 on 17 June 2008**.

From **15 July 2008**, the only payment methods sellers may offer on eBay.com.au will be PayPal and pay on pick up.

Selling on eBay.com.au

Current policies regarding accepted payment methods do still apply. This means PayPal is required on all listings on eBay.com.au. Other payment methods (i.e. bank deposit, cheque/money order) may also be offered until 15 July 2008.

As previously communicated any listings that do not comply with eBay's Accepted Payments Policy will be removed.

There are a small number of categories excluded from these changes. Learn more about these [exclusions](#).

Buying on eBay.com.au

To ensure you benefit from PayPal's Buyer Protection Policy, eBay strongly recommends you use PayPal when paying for your purchases on eBay.com.au.

From 15 July 2008 the available payment methods will be limited to PayPal, Visa/MasterCard, or pay on pick up.

Please note that some of our onsite communications will still refer to changes taking place on 17 June 2008. These communications are being updated and should reflect the new date of 15 July 2008 within the coming days.

Regards,
The eBay team