

Roy, Lauren

Subject: In Support of ACCC's draft notification to revoke Ebay's immunity [SEC=UNCLASSIFIED]
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ACCC Classification: SEC=UNCLASSIFIED

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From: DAWN DELANEY [mailto:
Sent: Sunday, 15 June 2008 11:58 AM
To: Adjudication
Subject: In Support of ACCC's draft notification to revoke Ebay's immunity

Dear Mr Samuels

I have read the eBay notification and their submissions to the ACCC about exclusive dealing. I have also read many submissions against the proposed conduct and the ACCC's draft notice of revocation.

I agree with the ACCC's draft notice as I believe eBay's proposed conduct would decrease competition and not have an overall public benefit.

For some sellers, the costs and risks associated with accepting payment by PayPal are unacceptable. These sellers MUST be allowed to operate their businesses as they see fit, and to choose their own payment methods and service providers. There are other third parties that offer similar (and often far superior) payment processing services to PayPal's, and a seller who is happy with a third party provider should not be forced to use the services of PayPal against their wishes.

I have been trading on Ebay as a seller since 2005 and am one of the 52,500 individuals who derive their primary source of income from Ebay, in my instance, second hand, rare and antiquarian books and collectibles. This current situation is adversely affecting my ability to earn a living with all the uncertainty and confusion driving potential buyers away. The increased fees from being forced to use this loathed and detested Paypal system have also impacted on my business. I believe Ebay are engaging in deceptive behavior in the way they are currently promoting Paypal on their website. They are removing seller's bank account details from Checkout so potential buyers (especially new Ebayers) are 'funnelled' into using Paypal as a payment method and who are none the wiser about alternative methods available to them even though at present we are still allowed to mention other payment choices in our listings. I believe this underhand and unethical business practice.

I would like to reiterate, that the perceived benefits of security and convenience of using Paypal are illusory. I and many other sellers and buyers believe the push by Ebay to force this payment system upon us is entirely driven by profit motives and nothing more.

Paymate would be a viable alternative as an online payment system, owned and run within Australia, and offering the same level of security and insurance coverage. We should be supporting Australian owned and run businesses and currently Paymate is locked out of operating within the Ebay system.

I look forward to a fair ruling from the ACCC on this matter.

Yours sincerely
Dawn Delaney
<contact details excluded>

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