29 November, 2021

Morag Bond & Kate Reader
Joint General Managers - ACCC Digital Platforms Branch
Level 27
135 King Street
Sydney NSW 2000

Via email

Dear Ms Bond and Ms Reader,

Re: Digital Platform Services Inquiry - March 2022 - General Online Retail Marketplaces - Note on Submission

eBay Australia refers to its submission dated 2 September 2021 to the Report on General Online Retail Marketplaces and published on the Australian Competition and Consumer Commission (ACCC) website. We are writing to clarify a statement made in that submission.

In response to the ACCC's question:

15. What fees and charges do marketplaces charge to third-party sellers? How have these changed over time and how do these affect sellers?

eBay Australia advised (at page 20):

*"It should be noted that as eBay is currently transitioning away from PayPal for payments processing, sellers on eBay are experiencing changes to their fees. **Sellers will be charged fees inclusive of payments processing**. Previously sellers were charged this separately by PayPal when selling on eBay"* (emphasis added).

We wish to clarify that all sellers pay one final value fee for items sold on eBay with no third-party payment processing fees applied. This is outlined in our public facing fee pages[1].

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[1] https://www.ebay.com.au/help/selling/fees-credits-invoices/selling-fees-without-ebay-store?id=4822 and
https://www.ebay.com.au/help/selling/fees-credits-invoices/ebay-stores-fees-registered-businesses?id=4809

For the avoidance of doubt, under the managed payment service, a designated eBay entity (each a "payments entity") manages payments on behalf of sellers as set out in our [Payments Terms of Use](#).

To ensure accuracy, we would appreciate the ACCC sharing this correspondence publicly on the submissions page of the Inquiry.

If you wish to discuss these matters further, please feel free to contact the writer via ████████████.

Yours sincerely,

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Luke Aitken
Head of Government Relations and Public Policy
eBay Australia and New Zealand