

eBay, Inc., has established a Fraud Investigations Team (FIT) to promote safe use of our platforms and encourage prosecution of those responsible for misconduct on them. Law enforcement agencies in North America seeking assistance and records for investigations that relate to either the eBay or PayPal should use the **Frequently Asked Questions** below as guidance in how FIT can assist in these investigations.

Q. What investigative tools are available on the public ebay.com site?

- Search by seller ID for 30 days of active/completed sales: http://pages.ebay.com/search/items/search_seller.html
 - Search for active listings using search string or specific item number. Ability to search by nearest zip code using search options on left hand column: <http://pages.ebay.com/search/items/basicsearch.html>
 - Feedback Profile reflects comments made by other users regarding prior transactions
 - Create your own Favorite Searches: http://pages.ebay.com/help/find/search_favorites.html
 - Create your own department/agency eBay account at eBay.com. http://pages.ebay.com/help/newtoebay/durreg_ov.html
- Please do not bid or purchase unless you plan to follow through and pay for the item

Q. Can eBay help me search for a Stolen Item?

A. eBay now makes listing and member information *immediately* available to law enforcement via LeadsOnline's *First Responder Service*. See Section A on the next page for more details.

Please note eBay/PayPal FIT is unable to perform any specialized internal searches for items - only users.

Q. How can I acquire BOTH eBay and PayPal records for the same case?

A. You may send in a single subpoena, court order, legal process for this information. This Subpoena must be addressed to eBay AND PayPal and must include all suspect data referenced in Sections C and D on Page Two of this doc.

Q. What information must I submit to acquire records?

A. In most cases, we require a minimum of name, email address and User Name (for eBay investigations) to locate the correct account. Please provide as much information on your subject as possible to assist us in searching for records of over 200 million users. Please reference Page Two of this document for specific guidance on releasing data.

-- In addition, we require you provide your full contact details including name, e-mail address, agency, phone/fax numbers and physical address (no P.O. Boxes). For faster delivery of your records, please include your email address.

Q. Where do I send my formal data request?

A. Please address your data request to eBay/PayPal Fraud Investigations Team and send via Fax: 408.967.9915. Please only mail data requests if you do NOT have access to a fax machine: 2211 North First Street, San Jose, CA 95131.

Q. How and when will the data be returned?

A. eBay and PayPal provide all records electronically, via secure website or via CD Rom via Fed Ex Ground (For faster service please provide agency Fed Ex account number and specify delivery timeframe). Please be sure to provide your email address in your data inquiry. Please reference Page Two for turnaround time estimates.

Q. Does eBay/PayPal supply all accounts linked/related to my subject?

A. Please inform us in your data request if linked/ related accounts are required. Due to our privacy agreement with our users, we must use strict standards when making this determination. Our common linkage criteria includes financial instruments and identical registration data.

Q. How long do eBay and PayPal retain records?

A. eBay keeps most account records indefinitely and most transaction records for two years. Records may not be available for inactive or closed accounts. PayPal currently keeps all records indefinitely

Q. Does eBay/PayPal inform the subject of my investigation of my query?

A. eBay/PayPal does not disclose inquiries to the account holder

Q. How can I follow up on a query already submitted?

A. If you do not have the FIT Analyst/Investigator's direct line or email, please leave a message on our help line (408.967.9919) and somebody will return your call within 24 hours.

If your specific question is not answered above, please contact FIT directly for information by phone (408.967.9919 - automated message only). All calls are returned within ONE business day.

A. eBay User Contact Details

partnered with **L.e.a.d.s.online** to make certain listings and eBay user data available to law enforcement **immediately** to assist in their investigations. **These services are available 24/7 to registered L.e.a.d.s.online customers.** L.e.a.d.s.online offers two separate services to assist law enforcement in eBay Investigations: eBay site search and Internet (eBay) Drop-Off Store Search. Visit www.leadsonline.com for more information. **Turnaround Time: Immediate.**

B. eBay User Contact Details and limited transaction history (12 months maximum)

Please submit a signed fax (non-subpoena) on department letterhead stating specifically what you require. **eBay can provide the following information for users under investigation of illegal activity only:**

- Contact Name, City, State, Zip, and Telephone Number
- All email addresses and eBay User ID's added to account with date/time stamps
- eBay Fraud complaints (*If Requested)
- Account listing/bid history dating back one year (*If Requested)

To assist us in searching for records, the following data must be included in your data request (if available):

- All known names, aliases, street addresses, email addresses, and phone numbers
- Known eBay ID(s) and Item Numbers
- **Statement relating to the illegal nature of the activities being investigated**

Please fax data request to: Fax: 408.967.9915

Turnaround Time: Typically within 15 business days

C. All Records relating to an eBay user

Please submit a subpoena, court order, or other legal process stating specifically what you require. We can provide:

- Full eBay Contact Details, including the billing and mailing address
- eBay IP addresses: time of registration and at time of item listing
- Complete Listing and/or bid history – 2 yr max (including bidder information **if specifically requested**)
- Credit card and checking account information added to eBay account (if available)

To assist us in searching for records, the following data must be included in your data request (if available):

- Full name of the subject, and any known aliases
- All known addresses, including email addresses, and phone numbers
- Known eBay ID(s) and Item Numbers

****If you require the related PayPal records, please address your Subpoena to EBAY AND PAYPAL and include all available PayPal details outlined in Section D below.**

Please fax data request to: Fax: 408.967.9915

Turnaround Time: Typically within 10 business days

D. All Records relating to a PayPal user -- Please note all PayPal records require a subpoena.

Please submit a subpoena, court order, or other legal process stating specifically what you require. We can provide:

- All PayPal account information including, SSN*, names, addresses, phone numbers, email addresses
- PayPal IP addresses (at each login)
- Financial instruments added to PayPal account
- Complete PayPal transactional information (including complaints if requested and available)

To assist us in searching for records, the following data must be included in your data request (if available):

- Full name of the subject, and any known aliases, and known email addresses
- All known financial instruments and any transaction details linked to the relevant PayPal activity

****If you require the related eBay records, please address your Subpoena to EBAY AND PAYPAL and include all available eBay details outlined in Section C above.**

* If applicable

Please fax data request to: Fax: 408.967.9915

Turnaround Time: Typically within 10 business days