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eBay/PayPal Law Enforcement Guide



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 FITonline'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).

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: +1 408.856.2416 or Email: fit@ebay-fit.com**

Please do not mail your dispute, as it causes unnecessary delays.

Q. How and when will the data be returned?

A. eBay and PayPal provide all records electronically, via secure website or via Fax machine. Please be sure to provide your email address and/or your fax number 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 transaction records for 12 months. Records may not be available for Inactive or closed accounts. PayPal currently keeps all records (account information including, SSN*, names, addresses, phone numbers, email addresses) indefinitely.

A. eBay User Contact Details

New From eBay --- First Responder Service via FIT online.

eBay has partnered with FIT online to make certain listings and eBay user data available to law enforcement immediately to assist in their investigations. FIT online offers two separate services to assist law enforcement in eBay Investigations: eBay site search and Internet (eBay) Drop-Off Store Search. Please contact us at: fit@ebay-fit.com and somebody will return your email within 24 hours.

Turnaround Time: 24 hours.

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

• Please submit all attached materials electronically 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
- 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: +1 408.856.2416

Email: fit@ebay-fit.com

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 - 12 months 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: +1 408.856.2416

Email: fit@ebay-fit.com

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: +1 408.856.2416

Email: fit@ebay-fit.com

Turnaround Time: Typically within 10 business days