

## Responding to Law Enforcement Record Requests

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 marketplace or PayPal financial transactions may contact FIT directly for information by phone (408.967.9916 - automated message only).

To formally request records, please send your request to eBay FIT by fax  **408-967-9915**

For subpoenas and court orders, please then follow the fax by mailing a hard copy of the subpoena or order to: **eBay/PayPal Fraud Investigation Team, 2211 North First Street, San Jose, CA 95131**

When FIT receives a faxed subpoena, the team will begin preparing the information, but will only release the records upon receipt of the mailed document.

### **FIT can provide the following records:**

In response to a subpoena, court order, or other legal process

#### **eBay will provide:**

- Full registration, including the billing and mailing address
- IP address (at the time of registration only)
- Complete Sales/Bid History (including bidder information only when specifically requested)
- Credit card and checking account information (if available)

#### **PayPal will provide:**

- All account information including, names, addresses, phone numbers, email addresses, SSN (if available), IP addresses (at each login), attached financial accounts, complaints against, and complete transactional information

In response to a Faxed Request (non-subpoena) on department letterhead:

#### **eBay will provide:**

- Contact Name, City, State, Zip, and Telephone Number
- E-mail Address, and User ID history
- Fraud complaints (\*If Requested)
- Preliminary sales/bidding history, including records relating to completed listings dating back one year (\*If Requested)

**All PayPal records require a subpoena**

### **Suggestions For Effective Data Requests:**

- Specify whether you are requesting eBay records, PayPal records, or both
- In order to obtain all subject operated accounts, request "any and all related accounts"
- Be sure to request non-disclosure if you do not want your request disclosed to the account holder
- Include your e-mail address, phone number, fax number and physical address (no PO Boxes)
- To assist us in searching for records, please include the following in your request (if available):
  - Specific email address
  - Full name of the subject, and any known aliases
  - Known addresses and phone numbers
  - Credit card and/or bank account number(s)
  - Known Auction ID(s) and Item Numbers

### **General Information:**

- eBay can provide auction, fixed price, and eBay stores records. PayPal can provide financial transaction records.
- eBay keeps most account records indefinitely, and most transaction records for 2 years. Records may not be available for Inactive or closed accounts. PayPal keeps all records permanently.
- Requests to leave eBay and PayPal accounts open should be faxed, Attn: eBay/PayPal FIT
- We will not provide records to a law enforcement officer who is also a victim of the crime being investigated
- All records are dated Pacific Time zone
- Average turnaround time for all requests is up to 10 business days, depending on the volume of information requested

## Proactive Tips from eBay/PayPal FIT

- **Search for active eBay items** using a search string or specific eBay item number.  
<http://pages.ebay.com/search/items/basicsearch.html>
- **Search by seller ID** for all sales dating back 30 days, including completed items.  
[http://pages.ebay.com/search/items/search\\_seller.html](http://pages.ebay.com/search/items/search_seller.html)

eBay listings remain visible on the site for a minimum of 90 days after the completion of the listing when searching by the specific item number.

**The eBay/PayPal Fraud Investigation Team is unable to perform any specialized internal searches for items.**

**Create your own department/agency eBay account**  
<http://pages.ebay.com/help/new/questions/register.html>

**With your eBay account, you can:**

Search for completed items (by item title only) that are searchable for 14 days after the completion of the listing

When the item results appear, you can click on the Completed Items link on the left hand column under Display

Create your own Favorite Searches

[http://pages.ebay.com/help/find/search\\_favorites.html](http://pages.ebay.com/help/find/search_favorites.html)

Favorite searches is part of My eBay where you can store your searches and even have new results emailed to you

**WARNING:** Please do not bid or purchase unless you plan to follow through and pay for the item

### eBay Item Descriptions and Images

**eBay does not store photos or full item descriptions and is unable to provide those records**

If you believe you will need a copy of the item description or photos we suggest you save a copy of the listing for your records

To save a copy of the listing

Click "File" in the IE browser window

Click "Save as"

Ensure the "save type" is Web page, HTML

Name and save the file to your Desktop

### Off-line Transactions

**eBay has no information regarding off-line transactions**

<http://pages.ebay.com/help/confidence/isgw-fraud-non-ebay.html>

Items purchased outside of eBay include those bought directly from a seller, item listings that ended with no high bidder and item listings that did not meet the reserve price on eBay.