

## TRANSCRIPT

9:43 am

Can you help me make sure my account information is OK? I'm worried about the connection to my payment information.

May I know if you received an email regarding this?

Ranley

I did not  
I'm not even sure where this username alexcab-86 came from; it's not something I would have chosen

May I know how did you know that the account was locked?

Ranley

It was a few weeks ago so my memory is not perfect, but I was making a purchase (I hadn't purchased anything in a long time), and I think it prompted me to log in

Did you received an error message?

Ranley

OK so when I go from my account dashboard, there is a symbol next to Seller Account, and it says "Your account has been suspended"

I have never sold anything on ebay

"Action required: Your account has been Suspended. Your account is suspended. Users whose accounts are suspended must resolve any outstanding issues. Please resolve all outstanding complaints and try again."

Do you want to appeal on the suspension?

Ranley

Hi, just checking you're with me?

Ranley

Yes, I lost connection briefly

Yes I want to appeal the suspension, I have no idea why it happened

I have never sold anything on ebay, and it says there is no balance

"We've restricted your account indefinitely from buying or selling because we've seen activity that doesn't follow our policies. View your Messages in My eBay for more details."

However, there are no messages from ebay with details

Let me check how to do it.

Ranley

Copy this link into a new browser window for details of the documents we require and how to send them:  
<http://ocsnext.ebay.com/ocs/mudcwf?deptName=Fraud>

Ranley

1) Proof of the name and address you have on file with us -- A copy of the front and back of your driver's license or other government-issued identification, and -- A recent credit card statement or utility bill that shows your billing address. (You can black out your account numbers.) 2) Proof that the items you listed are in your possession -- A receipt, bill of sale, or agreement with your supplier for each of these items:

Ranley

1. Please make sure that all documents are clearly legible and print your username and email address in capital letters on each page so we can match the documents with your account quickly. 2. Once we receive this information, please allow 3 business days for us to review your account. We'll send you an email to let you know the outcome. 3. For your security, we'll destroy all of the documents you submit once we've made a decision on your appeal. 4. Your account will remain suspended until we receive and review these documents. While your account is suspended, you're not allowed to use eBay in any way. You also can't register a new account or use someone else's. If you do, you could be suspended indefinitely.

Ranley

Hi, just checking you're with me?

Ranley

I don't even think I have any information on file with ebay! I have bought maybe 2 things from ebay in my entire life

I see. Let me check further please.

Ranley

I honestly can't even log in to check and see if I have any information on there because when I log in with my username and password it gives me the suspended account error.

But it also says "Hi Alexandra!" in the corner as if I am in fact logged in

Still checking.

Ranley

Hi, just checking you're with me?

Ranley

yes

Thank you. Let me check further please.

Ranley

Still checking.

Ranley

ok

Still on it.

Ranley

Still checking.

Ranley

ok

Thank you for your patience while I search for some information – it's really appreciated.

Ranley

I am just afraid that my information is compromised

I appreciate your assistance

If I may ask, have you already updated your account?

Ranley

Yes, I changed the password

Kindly copy this link and paste it in a new tab browser. You will be able to see the update account details.

Ranley

<https://www.ebay.ie/mys/overview?MyEbay&gbh=1&CurrentPage=MyeBayAllSelling&ssPageName=STRK:ME:LNLK:MESX&source=GBH>

Ranley

It says my account is now blocked

How about registering to this link?

Ranley

[ebay.com/payments](https://www.ebay.com/payments)

Ranley

I don't understand

You will have to register to managed payment.

Ranley

why am I registering to managed payment and what does that mean

Still checking.

Ranley

Upon checking here, you will have to do the appeal i have sent you.

Ranley

OK, how about I close my account

Can you close my account?

You will have to appeal on the suspension first.

Ranley

why

I will not be able to close the account.

Ranley

Can I talk to someone else

Unfortunately you will have to wait.

Ranley

What is the wait

I mean you will have to appeal.

Ranley

You're telling me I can't talk to anyone else until I complete the appeal?

You can talk to anyone. However, same result will be given.

Ranley

I would like to speak to a supervisor, then

I do understand you want to speak with a supervisor. However, I can assure you that same resolution will be provided since are following same eBay policy.

Ranley

That's fine, I still would like to speak with a supervisor

Sure. Please stay connected. I will transfer this chat to the member of leadership.

Ranley

Please stay connected while I transfer you to my colleague who will assist you further. This may take a few moment, thank you for your patience.

Ranley

Thank you

Still on it.

Ranley

Still on it.

Ranley

ok

10:41 am

Shivani has joined the conversation

Welcome to eBay Live Help. My name is Shivani. Please give me 2 minutes while I go through the previous discussion which you'd with my colleague and the contact reason you have mentioned.

Shivani

Hello Alexandra!

Shivani

Hello Shivani

I can see that you're concerned about the suspension on your account, right?

Shivani

Yes, and now concerned about using ebay in general. I was never contacted regarding the suspicious activity on my account - the only reason I found out was because I attempted a purchase. I tried to contact ebay multiple ways and got no response.

I'm seriously shocked at the lack of assistance from an organization that is so big and well-known.

I also was concerned that my previous conversation was not productive, and did not have faith that the person knew what they were doing.

Ranley first sent me a link where I logged in, and then the message had changed saying my account was now "blocked" instead of "suspended"

may i know if you want to appeal the suspension?

Shivani

Ranley sent me another link to the Payments dashboard, and told me to 'register managed payment,' and couldn't explain to me what that meant.

I would actually like to just close my account entirely at this point.

Sure! Let me process the request for closing the account, please stay connected.

Shivani

I would like it noted somewhere that I am stating that the reason for the account's suspension was fraudulent. I did not commit any fraudulent activity.

There are also no details regarding this suspicious activity - for example, ebay never sent me any messages or emails. And the balance is still 0.00.

I would like to understand what happened here.

We cannot write and give anything such. As eBay is an internet-based business, and its members are our customers, we have to carefully weigh the risks involved in allowing users on our site.

Shivani

Also, I have processed the closure request for you, it is now in term pending status and will be closed and deleted after 30 days.

Shivani

Can you explain details surrounding why the account was suspended in the first place? Is there record of this?

There was no communication from ebay in messages or to my personal email. When I am prompted to view details of the suspension by checking my ebay messages, there are none.

Due to eBay policy, we cannot provide you with more specific information. Unfortunately, we will have to keep that information to ourselves as risk detection is an internal procedure. All we can say is we are unable to see future in this partnership and thus it would be better to part ways.

Shivani

I cannot have information regarding the suspension of my account?

I cannot be told the reason why my account was suspended?

It would have been my pleasure if I could share the exact details and specifics on which we recognized the breach. However, you may understand that by revealing our source and discussing our methods of identifying risk factors on the site, we can increase a chance of members circumventing our policies. That is the reason we are unable to share the exact details of the suspension. We seek your cooperation in this regard.

Shivani

I do not understand how as a customer, my interests are being served when I am not notified of suspicious activity, nor told what the suspicious activity is, and am merely suspended without notice.

If you have no other concern to be addressed, then I'm afraid, I will have to close this chat.

Shivani

Could you link me to ebay's official terms/conditions that state the rights of users/customers?

All actions were taken according to "eBay User Agreement" mentioned below,  
<https://www.ebay.com/help/policies/member-behavior-policies/user-agreement?id=4259&st=12&pos=2&query=User%20Agreement&intent=uer%20agree>

Shivani

I just would like to confirm that it is the official position of ebay that the user is not entitled to information regarding the suspension of their account or notification of fraudulent activity on the account?

If any outside fraudulent activity is suspected on the account, then the account owner is informed definitely, but your account is suspended as We have taken this action out of concern for the safety and integrity of the eBay Community. Due to eBay policy, we cannot provide you with more specific information.

Shivani

This is incorrect, because I was not notified.

If I am mistaken, please let me know if you have record of notifying me of fraudulent activity.

This decision can't be appealed. Because of the risk your account has posed to the eBay community, the suspension is permanent and means that you will not be able to participate in any buying or selling activities on eBay. We regret any frustration or inconvenience this matter may cause you, and wish you the best of luck in the future.

Shivani

Just to make sure I understand: -My account is suspended permanently, but you cannot tell me why, and I cannot appeal this

Just to make sure I understand: -My account is suspended permanently, but you cannot tell me why, and I cannot appeal this

This is the last I can tell you the same answer, now I will have to close this chat.

Shivani

But the answer is yes?

Yes! The information given is final and cannot be explained any further.

Shivani

Thank you for your time, Shivani.