



As the world's leading e-commerce company, eBay, Inc.'s global portfolio of businesses enables hundreds of millions of people to buy, sell and pay online. eBay, Inc. established the **Global Asset Protection Team** to promote the safe use of its platforms and to collaborate with local, federal and international law enforcement in apprehending and prosecuting criminals. Our diligence in this area is demonstrated by the arrests that are made and the trust that is built both within the community and our law enforcement and industry partners.

### Resources for Law Enforcement Investigations and Service Levels

eBay, Inc. developed two systems to enable law enforcement officers seeking records for investigations related to the eBay platform quickly and securely:

**LEERS** (Law Enforcement eRequest System) is an online web-form designed for law enforcement and government agencies to submit their eBay and PayPal data requests, inclusive of uploading their supporting documents such as a letterhead, court order or subpoena. This site (<https://lers.corp.ebay.com>) may only be used by law enforcement personnel who will go through an authentication processes. The LEERS site has replaced the previous process of faxing or emailing requests to us. Requests submitted via LEERS are still handled manually by our team and are processed in approximately **20 business days**.

**LEP** (Law Enforcement Portal) is a tool that allows registered Law Enforcement officers to obtain eBay user information without the need of submitting a data request. An eBay User ID, email address or item number is required to obtain user's data. The officer can download the information directly from the portal. It's fast, easy and safe to use. Requests will be retrievable in **3-5 business days**.

### Requirements for eBay and PayPal Data Requests

Requests submitted through LEERS must comply with the following legal requirements:

**Must be Addressed** to eBay Inc., PayPal or both.

**Must be a typed** official document bearing the logo of the requestor.

**Must be signed** by an agent or court officer with the authority to issue compulsory orders.

#### Also, all requests should include:

- Requester's name, department, street address, telephone, fax and email address.
- As much information about the subject as possible (We are able to locate accounts with User IDs, Email Address, account numbers, or financial information).
- Exactly what information is required and how it pertains to **eBay or PayPal** and your investigation.

**Important Note:** Priority will be given only in particular circumstances and investigation types (i.e. life threatening issues etc.) and only where the sense of urgency is appropriately specified. eBay, Inc. reserves the right to determine the urgency level based on an assessment of known facts.

### Information available on <http://www.ebay.com>, which won't be provided by our team:

**Feedback Profile**

**Item image and description:** The listing for an item as seen on the site (available until archived 90 days after the listing end date)

**User Agreement:** Terms and conditions applicable to the use of our services.

**About Me Page:** Users can create an "About Me" page to tell others about themselves.

### Quick Takeaways

**Correct Entity Name:** eBay Inc. and/or PayPal

**General Email for LE/Government Personnel:** [stopfraud@ebay.com](mailto:stopfraud@ebay.com)

**LEERS link:** <https://lers.corp.ebay.com>