

<h2>GUIDE.TALKING_POINTS Why is my account being restricted? Your account activities may cause a risk to eBay's community, so your selling privileges have been restricted until your identity can be verified. What's the impact of this restriction on my account? Your selling privileges are restricted. You will not be able to create new listings or revise existing listings on any eBay site, and your payments have been placed hold. What should I do to release the restriction on my account? Please provide a valid proof of identity and proof of address for your account promptly. Once your identity is verified, the account will be released from restriction. Please note that the appeal process should be completed within 30 days from account restriction date, including document resubmission time. What kind of documents will you accept as proof of identity and proof of address? Proof of Identity (POI): Any one of the proof of identity documents mentioned below will fill the requirement. They must be issued by the government of your nation, and they must contain your name, photo, and date of birth: Identity card Passport Driving license Proof of Address (POA): Any one of the proof of address documents mentioned below will fill the requirement. They must contain your name and address: Utility bills, such as, electricity bill, water bill or gas bill (not older than 3 months) Credit card statements (where you are a primary card holder) for the last three months. Please note that the credit card must be valid and active. Why do I need to provide those documents? eBay regularly evaluates the accounts of eBay sellers. In relation to your account, we have noticed that your account performance and activities may cause a risk to eBay's community. A restriction has been placed because we're having trouble verifying your information. Once we can verify your identity, the restriction will be lifted. What will happen to my account if I don't provide the documents eBay has requested? If you don't provide POI and POA promptly to get verified within a 30-day appeal window from the date of restriction, your account will remain restricted and all listings will be taken down. I have submitted my address and identity documents. Why is my account still blocked? Internal Information Make sure there

isn't a MAC Note of "Ending all listings and store subscription" on the customer's account, indicating there isn't a final decision of whether the customer's appeal has been denied or not. Deliver the following talking points based on the document verification status.

Three possible scenarios are:

- Scenario 1: Pending verification We are still reviewing the documents you submitted. Please be patient and wait for our notification. Thank you.
- Scenario 2: Passed verification (Issue 1223 closed already) After our review of the proof of identity and address documents you submitted, we are pleased to inform you that the restriction placed on your eBay account has been removed. Your eBay account will be reinstated within 48 hours.
- Internal Information
- Internal Note: If account is still not reinstated after 48 hours, GCX team can contact DL-eBay-BMO-Compliance-Team <DL-eBay-BMO-SusanTeam@ebay.com> for further escalation.
- Scenario 3: Failed verification We regret to inform you that your appeal has been denied and your eBay account will continue to be restricted. We see your continued selling on eBay as a potential risk to eBay and its community, so your selling privileges will remain restricted.
- Internal Information
- The BMO team will end all listings and store subscriptions promptly after verification fails.

Please note that there might be a delay of 24-48 hours between teammates declining customers documents verification and BMO ending all listings and store subscription (due to DW 1 day latency). For further escalation, GCX team could contact DL-eBay-BMO-Compliance-Team.

Why are all my listings removed?

Internal Information

Deliver talking points based on the different scenarios below:

- Scenario 1: The seller completes the document(POA and POI) verification process within 30 days of opening Issue 1223, but the document verification gets declined.
- After our review of the proof of identity and address documents you submitted, we regret to inform you that your appeal has been denied and your eBay account will continue to be restricted.
- Scenario 2: The seller does not appeal within 30 days of Issue 1223 being opened, and the BMO team ends all listings as the appeal window is closed.
- We regret to inform you that

your eBay account will continue to be restricted as you did not provide the POA and POI documents as required.

Scenario 3: The seller is in the document verification process and the final outcome has not been reached, but Issue 1223 has been open for 30 days and so the BMO team has ended all listings. As you did not complete the POA and POI documents verification process within 30 days since the date of account restriction as required, we regret to inform you that your eBay account will continue to be restricted.

What should I do if I want to withdraw money but I don't want to appeal the restrictions? Your funds can be withdrawn from your account after 60 days as long as there are no open claims or disputes. My appeal was denied. When will I be able to sell again? Your account activities may cause a risk to eBay and its community, so your selling privileges will remain restricted indefinitely.

GUIDE.SUMMARY What An excellent customer experience is an essential part of eBay's mission. This mission requires the trust and safety of eBay's customers. To protect against fraudulent activity, we will flag and restrict sellers whose registered location does not match their actual location. Some Greater China sellers are registering in other countries to avoid China's stricter policies. If a seller is suspected for this action, Issue 1223 will be opened and payouts will be blocked. All their listings will end if the seller doesn't appeal or is unable to pass verification within 30 days from the date of restriction placed. Who This policy concerns sellers with registered addresses in High Potential countries (HIPO), India (IN), Southeast Asia countries (including Singapore, Thailand, Malaysia, Vietnam, Philippines, and Indonesia), Japan and Korea.

GUIDE.RELATED_LINKS Related Help Pages

[User Agreement](https://www.ebay.com/help/policies/member-behaviour-policies/user-agreement?id=4259)

[Account restrictions and suspensions](https://www.ebay.com/help/account/account-holds-restrictions-suspensions/account-holds-restrictions-suspensions?id=4190)

Related articles

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1754>

target="_blank">Managed Payments - Payouts </h2>