

Enhanced member reports overview

GUIDE.SUMMARY What eBay has identified members who provide us with highly accurate reports and have category-specific expertise. These members are called "Trusted Members" and are granted access to the Enhanced Member Reporting (EMR) Webform. The EMR Reports that these Trusted Members submit receive high priority for review and often trust their expertise outside the 4-corners of the listing. For any EMR-related issues, contact:

EMREURequests@ebay.com

GUIDE.RELATED_LINKS CSKB articles [Listing policies](https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1070)

[Fraud Risk Appeal Denied](/kb/index?page=content&id=SOL4320)

GUIDE.TALKING_POINTS Why did you remove my item?

Your listing has been removed because it didn't comply with our XXX policy.

There may be issue with the authenticity of your item, which can compromise the safety of the Community.

Can you be more specific, I don't understand?

We considered a number of factors in reviewing your item. If we believe that the sale of a particular item may affect your safety or the safety of the eBay Community, we will take appropriate action. This creates a positive environment for both buyers and sellers, and protects sellers from competing with others who may not be following eBay policies.

Who reported my item? (use ONLY if the seller asks it)

We receive reports from a number of channels, including law enforcement. In this case, the report was one of many factors taken into consideration in deciding to remove your listing.

What was the determining reason? I have good feedback, no unresolved disputes, and no policy breaches.

You've got a great selling history and we can see that you use the site a lot. Is there anything else I could help you sell today? Or provide advice on? While I cannot disclose the factors that we considered, I can assure you that if a listing breaches an eBay policy, we will take

appropriate action. What kind of factors did you consider? We did look at the number of factors such as item description, feedback ratings, previous listing removals, current selling activity, and overall activity of your account and different legal channels and based on this we have removed your listing. Why didn't you notify me before removing my item? Please understand that our goal is to make our site safer for all members, and sometimes this involves removing certain listings from our website without warning. Feeling singled out See Listing policies and Fraud risk for talking points. Item authenticity Fraud risk for talking points. Relisting Fraud risk for talking points. Misrepresented item Item significantly misrepresented for talking points. </h2>