Contact Verification (CV) and Hard Verification (HV) for Phone/Chat/Email

<h2>GUIDE.RELATED_LINKS Related Help pages <ul> Privacy Policy
 https://www.ebay.com/help/policies/member-behaviour-policies/user-privacy-notice-privacy-policy?id=4260#use1 Related articles <ul> Verification policy INV - False Contact Information: Invalid Name & Invalid Physical Address Policy Forgot username or password, how to recover eBay sign in and personal account information - for how to change date of birth Related solutions <ul> Non-registered email address - send query again   </h2><h2>GUIDE.TALKING_POINTS Why should I verify my contact details? We confirm your contact information in an effort to maintain the security of your account and the security of our site. Teammate hard verification questions Why should I complete a higher verification in order to provide some specific information or to take some specific actions on the account? It may occur that callers want to know why they need to be verified again, although they have already entered a PIN and had to log into the account. You can take advantage of the following answers. To ensure we are providing this information only to you, the account holder

To ensure we are adding a secondary contact you intend to add to your account and not sharing information with others or taking unapproved actions If you think a 3rd party has accessed your account, we want to ensure we are talking to the correct user when reinstating the account. Can you tell me what or part of the email/phone number/address/bank name/bank number I registered with you or previously had on the account? I can't remember what address I placed on my order. Can you tell me which address I put on my recent order? Previous information on the account, like past email or phone number, can no longer be accessed by the member. To maintain the security of your account, I can't provide you with that information. However, what I can do is show you where you can check current information on your eBay account. Or if you provide me the information, I can confirm if it was previously on the account or not.   Important: Partial information cannot be disclosed or confirmed, which includs email domain, area code, zip code. Email address example: Agent: "In order to discuss confidential account information, can you please provide a previous email address on the account?" Member: "I cant remember. Was it a yahoo email?" Agent: "Im not allowed to disclose that. If you provide me the full email address, I can confirm if it was on file before." Bank number example: Member: "I dont see my payout in my account yet but you sent it 4 days ago. Can you look into this for me?" Agent: "Have you made any changes to the bank account we have on file recently? What are the last 4 digits of the bank account you are looking for the Payout in?" Member: "The last four numbers of my bank account are XXXX." Agent can verify this: Yes it looks like this is the correct bank the payout was sent to. Then go into the next steps of contacting the bank. OR if it is not the same bank listed Thank you, it looks like you have a different account listed here for your payouts. If you go on to your account, you can see which account it was sent to Follow the steps in GUIDE1653 if the member needs to update their bank account. Internal information <big>Teammate contact verification questions</big> Should I verify a customer account

when they are making a complaint? Yes, when a user makes a complaint, you should ensure that the complaint SR has been logged against the user's account and that contact verification has been completed. Is it possible for a user who is an approved and verified contact on the account to forward the call to a person who is not an approved contact on the account? Yes, it is possible, but only for this one call. For callers other than approved contacts or the registered account owner, account information can be discussed with the caller if they meet one of the criteria below and pass contact verification: <ul> The account owner is available, can verify the account, and the account owner confirms one of the following: <ul> The account owner wants the caller to be added to the account as an additional contact. The account owner wants the caller to handle that single call.   There is a MAC note on the account stating that we can talk to the caller.   Is the hard verification successful if my outbound call is transferred to the account owner from a 3rd person answering the phone? No. Example: A phone number is noted in the eBay account leading to the main office. The call is transferred to the manager (account owner). Because the call is transferred, verification is not successful. Alternative: Hard-verify the account owner by sending an email to the previously noted email address. This will not apply if the user has an auto-created and non-functional email account from a login provider such as Apple (@privaterelay.appleid.com). Can I provide account-related information to the additional contact? Yes, after having completed contact (soft) verification. However, you must never provide information on what contact details are registered on the account. Is hard verification required in order to close a return/case on behalf of the buyer or seller? Yes! You must hard verify the account that is requesting a return or case to be closed. This ensures that we are not violating our privacy laws and policies. We must confirm we are talking to the authorized account holder before issuing refunds because this protects our customers

and eBay from social engineering fraud attempts. What type of verification is needed if a seller is asking for help with a failed refund? Hard verification is required. Prior to issuing the refund for the seller, see GUIDE1053 Troubleshooting when a refund fails for refund error troubleshooting steps. Which kind of information can I provide to the caller, if they are not an additional contact on the account? If the caller is not the account holder and not added as secondary contact on the account, you should do all you can to offer non-account-specific, general public information to assist the caller. </h2><h2>GUIDE.DETAILED_INFORMATION Internal information When should I verify a contact? Always verify when you provide account-specific information or when you need to piggyback into the account in order to answer the user's request. Cannot complete verification Assist unverified users with general information. Do not give account-specific information to users who cannot complete verification. <table border="1" cellpadding="1" cellspacing="0"> <thead> <tr> <th scope="col">Verification type</th> <th scope="col">Support you can give</th> <th scope="col">Support you cannot give</th> </tr> </thead> <tbody> <tr> <td> Contact verified <ul> Contact verification options </td> <td> You can load the user's account into eBay tools and piggyback into the user's eBay account to provide general support on account issues like: <ul> Seller queries Buying queries EMBG queries Payment queries Logging complaints Etc. </td> <td> You must never give the user any current or previous personal contact details linked to their account or

any other eBay account like: <ul> Phone or email Registration address, return address, shipping address, or payment and pickup address Registered name Bank Account Name Bank Account Number (Last Four) Tax Identification Number information Date of birth Instead, walk them through the steps on how to check this themselves. You must never take an action on behalf of a user: <ul> Closing returns/cases Issuing refunds through any eBay tools Open INR or return requests Instead, always talk the user through it, so they can complete the action themselves through their eBay account. Make sure the contact info is related to the account that is contact verified </td> </tr> <tr> <td> Hard verified <ul> Hard verification options </td> <td> You can perform certain actions for the user through eBay tools like: <ul> Adding/removing a secondary contact Opening an INR request through GJ Closing a return/case for a buyer Closing a return/case for a seller when refund has failed Full list of actions you can take </td> <td> You must never give the user any current or previous personal contact details linked to their account or any other eBay account like: <ul> Phone or email Registration address, return address, shipping address, payment and pickup address Registered name Bank Account Name Bank Account Number (Last Four) Tax Identification Number information Date of birth Instead, walk them through the steps on how to check this themselves. You must not take any actions on a user's account through

piggybacking. Any approved action you take on behalf of the user must be completed through eBay tools only. </td> </tr> <tr> <td> Unverified account <ul> Failed verification No eBay account Guest email / phone </td> <td> You can support the user with general queries. The information you provide must be publicly available within the eBay Help pages and not anything specific to an eBay account and/or eBay transaction. </td> <td> You must not piggyback into an unverified user's account.
 You must not load their account into our eBay tools.
 You must never give out current or previous personal contact details like: <ul> Phone or email Registration address, return address, shipping address, payment and pickup address Registered name Bank Account Name Bank Account Number (Last Four) Tax Identification Number information Date of birth </td> </tr> </tbody> </table>   Hard verification Hard verification types Certain actions can be taken on a user's account once hard verification has been completed successfully. Follow the instructions linked for correct handling. Detailed info on what actions you can take through eBay tools only on behalf of a user, once you have completed hard verification: <ul> Add a secondary contact R emove a secondary contact <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1769#BuyerWorkflow"&g t;Deactivate 2FA Closing an eMBG case at a buyer's request <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1034#ChangeDOB">

Change D.O.B 1.0 seller <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1034#updateinfo_MP"&g

t;Unlock D.O.B field (Payments teammate only) <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1034#InvalidPhonenumb

erverification">Handling a user report of invalid phone number Prior to opening issue

3 <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067#appeal">ATO

report PowerSeller Gold (33) and above <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067">Suspension-D

S <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067#appeal">ATO

blocklist reversal <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067#reinstatement">

ATO reinstatements <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1231#inst">Known

Good <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1137#E2MAccountWorkf

low">Risk detection activity limits (Issue 8) <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1137#E2MAccountWorkf

low">High bids amounts policy <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1137#E2MAccountWorkf

low">Bullion <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1653">Change bank

account when unable to enter old bank details (Issue 893) <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1763">KYC

suspension appeals - Reinstatement Request invoices in bulk Business enablement declines (Checkout block) Close a return for a buyer Upload tracking to return on buyer's behalf (UK only) Escalating a return on buyers behalf (UK/AU only) Open an INR for a buyer (UK only)   </h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Internal Information <big>How do I verify? - Instructions</big> The verification process varies depending on whether the customer has already entered a PIN when dialing in.   PIN verified   Non-PIN verified   Outbound calls   In-Queue callback and "Call Me"   <a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1098&ViewLocale=

en_US#tabs-5">MSO accounts   Hard verification   Chat   Email   Social media   Verify the first name on the account. "With whom am I speaking?" <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/yes.gif"> If the account owner is able to verify the account information, proceed with the call. <hr> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/no.gif"> If the user is not able to verify the account information, see Failed verification. Verify all information in one of the sections below for all users: <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr> <td colspan="3">Non-PIN verified</td> </tr> <tr valign="top"> <td> First and last name ZIP Code Current primary or secondary phone number <ul> Or the call is from the phone number on file   </td> <td> First and last name Registration address <ul> Including apartment number   City State ZIP Code </td> <td> First and last name Date of birth </td> </tr> </tbody> </table> Registration address must include the following: <ul> Street info, state, ZIP or city If an address

has an apartment number, this must be included in verification. Additional verification options <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/yes.gif"> If the user can provide some, but not all of, the information... Walk the user through the steps to update their contact information. Do not tell the user what contact details are registered on their account. Provide the proper hints found below. (Do not use more than 3 hints):   Hints <ul> If the name provided by user is close, but not exact, you can provide the following hints: <ul> Ask if the user may have used any other legal names, nicknames, initials, or aliases during registration.
 Example: If the name on the account is B. Hansen and the user says Brandon Hansen, then ask if they registered using any initials.   If the phone number is not correct, you can provide the following hint: <ul> Provide the user with the area code and the last 2 digits as shown in the "Addresses" section of My eBay.   <img alt="" border="1" src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DEN/pf/12/WebFiles/NA_eBay_CS/Article_Images/7562/phone_address.jpg"> <hr> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/no.gif"> Failed verification <ul> If the user is not able to verify the account information, see Failed verification.   Additional verification options (if unable to confirm one of the above) <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/yes.gif"> If the account owner is able to verify the account information, proceed with the call. <hr><img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/no.gif"> If the user is not able to verify the account information, see <a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1098&ViewLocale=

en_US#fail">Failed verification. If calling the primary or secondary phone number that has been on file for 90 days, handle as hard verified. If calling a number other than the primary or secondary phone number on file, you must contact-verify (treat as non-PIN verified). If it is an ATO issue or adding a secondary contact, hard-verify. If calling a number other than the primary or secondary phone number on file, customers should provide their names. For example, "Am I speaking with the owner of <Username>? Great, may I have your name, please?" These calls will automatically be PIN verified. Contact verification (CV) Contact verification is identical for MSO customers. We must be speaking to the account owner or an authorized secondary contact. MSO may ask the customer to provide the name of their account manager to contact-verify.   Hard verification (HV) Hard verification is identical for MSO and must be used for any issue requiring hard verification. Issues requiring hard verification should be handled by the account manager only. Hard verification This is required to confirm that we're talking to the owner of the account and to ensure that we're not providing account-specific information to 3rd parties. You should never tell the user what contact details are registered if they ask. You should always guide them how to check this through their account themselves. Proper hard verification is important. Failing to do so can compromise a user's personal or account information. This can lead to account takeovers, legal proceedings for eBay, and disciplinary action for teammates. How can I perform a hard verification? Verify one of the options below (click on the small arrows to expand the sections for details): <h3>Options for hard verification</h3> Verify one of the options below (click

on the sections for details): <h3>Previous email address</h3> (More than 90 days ago) Find previous email addresses: <ul> Unify > More Info Summary > User History Agent Desktop > Member History Do not use this option if the user has had only 1 email address, regardless of account age. The email address must not have been changed during an ATO, and the current email address must have been on file for at least 90 days to qualify for this option. The email address must meet the following requirements: <ul> Cannot be the email address added during an ATO Cannot be the current email address Cannot be used if the email address was also the old User ID Cannot be the current PayPal email address on file Cannot use if the current email address matches a current or historic eBay username (example email address is member123@hotmail.com, user has/had username member123) Cannot use if the current email is the same as the historical email on file with a different popular domain (example email address is member123@gmail.com, user's current email address is member123@comcast.net). <h3>IP history</h3> Customers do not need to know their IP address. We should never ask them specifically for this, as we see IP information as a part of our internal tools and processes. We are using IP information internally to identify the user.   Do not use the following to verify: <ul> If there are account takeover (ATO) concerns on the account, another verification type is more appropriate. Sometimes unauthorized users access the account weeks or months prior to any fraudulent listing or buying activity, so the fraudster's IP could be on the account. Do not use an IP that starts with a 10 for trusted IP verification, because it is an eBay internal IP (this is a display error). Do not use IPs that could match current ATO activity (any IP that was first

seen on the account within 30 days prior to any ATO action). Do not verify using IPs that have not accessed the account such as FYP attempts, failed sign-in, etc.   If you cannot see in Agent Desktop that a customer is logging in on the specified dates or times from a trusted IP, this HV method cannot be used. If you are not able to verify that the customer is logging in from a trusted IP or machine, you can advise them that you are unable to validate their identity through this method. Attempt to use another HV method. Phone Ask: "To ensure I can fully resolve this situation, can you take a moment and log into your account or attempt to log in? Great! This helps me see that I am speaking to the account owner."

 or

 "Have you been able to log into your account recently? Tell me about the last 1-2 times you logged in. Was it from your home computer? When did that take place?" <ol start="1"> Wait for the customer to confirm they have logged in or attempted to log in. In Agent Desktop, under Tools, select Workbench and place the User ID in the field. Under the User Activity Tab, look for the user log in or attempted sign in. Determine if this is a trusted IP or machine by looking at their history for IPs that have previously accessed the account such as sign-in IPs, registration IP, selling/bidding IPs, etc. (see exceptions) If you can verify the IP is the same as a trusted IP, hard verification is complete.   Use customer history for trusted IPs first, but historic listing and bidding IPs from AD can also be used to document qualifying IP activity. Example: Listing IP x.x.x.x for item 290265412480, bidding IP x.x.x.x on item 180271031233, etc.   Use historic Known Good remedy requests for matching IP activity. <hr size="2" width="100%"> Phone Ask the customer to access the account from a computer used to typically access the account: <ul> If the customer is able to log in from a trusted IP, the user is considered hard verified. <hr size="2" width="100%"> Chat Ask the

customer to access the account from a computer used to typically access the account: <ul> If the chat IP matches the registration IP, the user is hard verified. <h3>SMS text message</h3> Teammates can use the SMS verification tool to send a code via text message to the user. The registered phone number must be the primary or secondary number on file for more than 90 days in order to appear as an option for SMS verification, unless it is the phone number provided at time of registration. <ol start="1"> Verify that the number on file is a mobile. If the number on file is not a mobile number, do not use this verification method. Inform the user that standard text messaging fees apply as outlined by their mobile phone provider. Customers can contact their provider if they have further questions regarding SMS text messaging fees. Select the country where the mobile phone number is registered. Enter the mobile phone number currently registered to the account. Click Send. Ask the user to repeat the code received to verify that it matches the code sent. If necessary, click the green, circular arrows to generate a new number. <h3>RSA</h3> Teammates can use RSA if all other options are exhausted. Please see Strong ID - RSA (KBA) verification for more information. <h3>Machine good ID</h3> Machine ID (MGID) history Customers will not know their MGID. We should never ask them specifically for this, as we see MGID information as a part of our internal tools and processes. We are using MGID information internally to identify the user. Do not use the following to verify: <ul> Do not use MGIDs that match

current ATO activity (any MGID that was first seen on the account within 30 days prior to any ATO action). Do not verify using MGIDs that have not accessed the account such as FYP attempts, failed sign-in, etc. Ask: "To ensure I can fully resolve this situation, can you take a moment and log into your account or attempt to log in? Great! This helps me see that I am speaking to the account owner." or "Have you been able to log into your account recently? Tell me about the last 1-2 times you logged in. Was it from your home computer? When did that take place?" Wait for the customer to confirm they have logged in or attempted to log in. Load the Workbench under Tools in Agent Desktop and place the User ID in the field. Under the User Activity Tab, look for the user log in or attempted sign in. Determine if this is a trusted machine by looking at their history for MGIDs that have previously accessed the account such as sign-in MGID, registration MGID, selling/bidding MGIDs, or account info changing MGID 30 days prior to the failed attempt. If you can verify the MGID is the same as a trusted MGID, hard verification is complete.   Use User Activity View for trusted MGIDs first, but historic listing and bidding MGIDs from AD can also be used as qualifying MGID activity. If you cannot see in Agent Desktop that a customer is logging in on the specified dates or times from a trusted MGID, this HV method cannot be used. If you are not able to verify that the customer is logging in from a trusted MGID, you can advise them that you are unable to validate their identity through this method. <h3>Connected users and/or ISP</h3> MGID connected users and Internet service providers This is a last resort-type of verification. If you see a valid MGID (that was not part of an ATO) that has more than 6 account links, do not utilize this method. However, if they have 5 account links or less, you can continue on. Do not use the following to verify: <ul> Do not use MGIDs or activity that match current ATO activity (any MGID that was first seen on the account within 30 days prior to any ATO action). Do not verify using MGIDs that

have not accessed the account such as FYP attempts, failed sign-in, etc. Ask: "To ensure I can fully resolve this situation, can you take a moment and log into your account or attempt to log in? Great! This helps me see that I am speaking to the account owner." or "Have you been able to log into your account recently? Tell me about the last 1-2 times you logged in. Was it from your home computer? When did that take place?" Step 1: <ol> Wait for the customer to confirm they have logged in or attempted to log in. Load the Workbench under Tools in Agent Desktop and place the User ID in the field. Under the User Activity Tab, look for the user log in or attempted sign in. Click on that MGID to see accounts connected to this MGID. Make sure that all of the MGIDs on the account have less than 5 account links. If you see a valid MGID (that was not part of an ATO) that has more than 6 account links, please advise the user that you are unable to validate their identity through this method. However, if all of them have 5 account links or less, you can continue on. Look on the connections on that MGID that just attempted to sign in. See if there are any accounts under the same name and/or address. Make sure that both of the accounts are older than 30 days. Then, ask to verify user ID or email on that other linked account. If user is able to verify User ID or email on the connected account, consider this user hard verified. If the user is unable to verify User ID or email on the connected account, please move to Step 2. Step 2: <ol> In Agent Desktop, under User Activity Tab, look at sign-in data for current sign-in activity or the activity of the failed sign-in attempt for IP Geo, Browser Language, Profile Domain and compare it to the currently registered address (including country). If there is a full match of information (for example: True IP GEO=US, Browser Language=en-us, Profiled Domain=signin.ebay.com), then ask user for the Internet Provider (ISP) he/she is using. If the user is able to confirm the ISP, consider this user hard verified. If the user is unable to verify their ISP, please encourage the user to open a new account. Only internal ISP check can be done. Outside sources cannot be used. <h3><a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1098&ViewLocale=

en_US#">Manual call</h3> E2M teammates: Please use this method as a last resort when all other methods have been exhausted. We should hard-verify and resolve the contact on one interaction where possible. The registered phone number must be the primary or secondary number on file for more than 90 days (trusted number) in order to be considered an option for hard verification, unless it is the phone number provided at time of registration. Calling a trusted number on file, and confirming the customer is speaking with the specific agent by chat or phone If a customer is calling from the trusted phone number on file, this is not considered hard verification. It has become increasingly easy for numbers to be spoofed, which would mask the actual number the contact is calling in from. In-Queue Callback to the primary or secondary phone number on file and asking for the customer by name is considered hard verification. Mobile numbers can be called for verification. Chat contact verification (CV) <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/yes.gif"> Verify If contact is a chat verified contact: <ul> No further verification is necessary for contact verification. Hard verification is still required for hard verification scenarios.   If contact is a not verified chat contact, then ask for the following information: <ul> First and last name on the account (You don't need to ask to speak to the account owner.) Current registration address on file Current phone number on file (primary or secondary) Hard verification is still needed for required scenarios.   <hr> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/no.gif"> If the user is not able to verify the account information, see Failed verification. Email contact verification (CV) <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/yes.gif"> Verify <ul> Confirm that the email address they are writing in from matches their eBay registration

information. This will not apply if the user has an auto-created and non-functional email account from a login provider such as Apple (@privaterelay.appleid.com).   Send account-specific emails to the registered email address on file only. General information can be sent to non-registered email addresses. <hr> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/no.gif"> Non-registered email address <ul> Only send general information and cc the registered email address on file. See Failed verification for details. Social media <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/yes.gif"> Verify <ul> Send an authentication link via the conversation with the customer. Explain that the authentication link provided will allow us to verify their eBay account and grant permission to access their account. Ensure that the correct site authentication link is sent (e.g., for eBay U.S. (.com), for eBay UK (.co.uk)). Use URL Shortener to shorten/tidy up the link and send the message to the customer. The authentication link provided will be a URL from our internal tool Sprinklr; it is not spam. The link will often start with spkl.io (e.g., http://spkl.io/61854Tzwf).   Once a customer is contact verified, verification will remain for 8 hours. If the conversation is resolved and the customer comes back or 8 hours have passed since the original verification, it will need to be performed again. <hr> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/no.gif"> Cannot verify <ul> If the customer is unable to pass account authentication (verification) with a social CS teammate for any reason, refer the customer to the appropriate Help pages for their topic and further CS assistance.   </h2><h2>GUIDE.SUMMARY In this GUIDE, you can find following information: <ul> <a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1098&ViewLocale= en_US#whenverify">When should I verify a contact? What type of support should I give a user depending on level of verification Which type of contact verification should I use? <a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1098&ViewLocale= en_US#detailed">Personal or account-specific information How should I verify a contact? Cannot complete verification Which kind of information can I provide? One offs Internal information Why do we need to verify a user? Contact and hard verification allows us to confirm that we are speaking with the account holder by validating specific pieces of account information, due to the risks of phishing and 3rd-party site leaks. We should never provide current or previous personal contact information for any eBay account, even if you have hard-verified the user. We verify as extensive as necessary, not beyond. If a user has already been verified and then forwarded internally, no further verification is needed, except in case of hard verification.   </h2>