

INV - Patently false contact information policy

GUIDE.SUMMARY What

- Falsifying or omitting contact information such as a member's name, address, or telephone number when registering on eBay is not allowed. It's also not allowed to use a fax or disconnected number as a telephone number.
- As stated in the User Agreement, a member may not post false, inaccurate, misleading, defamatory, or libelous content (including personal information).

Patently False Contact

Information: When a member provides obviously false contact information on an account in an effort to mask their true identity

Why The success of our marketplace depends on trust and transparency. Providing false contact information undermines both of these. Trading partners also need to be able to communicate with each other. False contact information impedes communication between members and increases the likelihood of:

- Unpaid Items
- INR/SNAD Disputes
- Negative Feedback
- Other transaction-related problems

GUIDE.RELATED_LINKS Related Help Pages

- False or missing contact information policy

<https://www.ebay.com/help/policies/identity-policies/false-missing-contact-information-policy?id=4238>

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GUIDE.TALKING_POINTS

Why do I have to keep my contact information current?

- To keep a safe and secure trading environment, all members need to keep their contact information up to date. To have out-of-date, incorrect, or falsified contact information creates bad buying and selling experiences.

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

[Send POI \(if applicable](#) - see Appeals tab of https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1300&ViewLocale=

en_US#workflow">workflow)> Send the following documents: A copy of an official, government-issued photo ID (driver's license, passport, etc.) A recent copy of a utility bill, bank statement, or credit card statement to validate address Internal Information If the suspending teammate asked for an explanation on an address discrepancy, ask member to explain it so that you can document for appeals. Be sure to include the username and email address of the account that is being appealed on the submitted documents. If the documentation doesn't contain this information, we won't be able to process it. In order to avoid delays: Do not Photoshop your username into the photos. Be sure to display it in the actual photo. Be sure your submitted documents are current, valid, and legible. </h2>