

Verification policy

GUIDE.SUMMARY Internal Information What This policy specifically calls out that teammates are required to strictly follow eBay verification processes as outlined in <https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1098> Contact Verification (CV) and Hard Verification (HV) for Phone/Chat/Email. When Teammates must always follow <https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1098> verification guidelines; when accessing a user's account, providing account-specific information, or taking actions that require Hard Verification. Before taking action in CS Tools

- Before accessing a user's account, you should always verify them according to the <https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1098> verification requirements; in your region.
- Certain current and previous types of data should never be shared with a customer even when Hard Verified.
- Registered phone or email on the account
- Shipping address, return address, payment and pickup address, registration address
- Registered name
- Bank account name
- Bank account number (last four)
- Date of birth
- Tax identification number information

Before discussing account-specific information, Soft Verification must be completed in full.

Before making any changes to a user's personal information, Hard Verification must be completed appropriately and accurately.

Guest chat users must always be treated with additional caution. Appropriate verification must always be selected and completed before accessing a user's account via Guest chat.

If the account is a Premium Services Account, all requests on the account must always be transferred to Premium Services for handling.

Who This is applicable to all teammates in all regions. Why Proper

verification ensures that any information shared or changes made to an account occur at the request of a verified account holder. Consequences of not completing proper verification: Compromised personal or account information if provided to an unauthorized individual Increased risk to user and eBay of: Account Takeover (ATO) Privacy regulatory proceedings Legal proceedings Loss of trust in eBay Financial loss </h2><h2>GUIDE.RELATED_LINKS Related articles Contact Verification (CV) and Hard Verification (HV) for Phone/Chat/Email</h2>