

## INV - Deceased member reports

**GUIDE.SUMMARY** What Any report that an eBay member is deceased

**GUIDE.RELATED\_LINKS** Related solutions Confirmation of deceased member report [Confirmation of deceased member report](/kb/index?page=content&id=SOL8701) Related articles <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1779> - The eBay vault

**GUIDE.TALKING\_POINTS** When calling to investigate a deceased member report How do I know you're from eBay? I won't be asking you for any sensitive personal information, such as a credit card number or password. I will direct you only to web pages that are accessible from the eBay Home page. If you like, I can read you something from your past customer history. Why does eBay want to know? We occasionally conduct random telephone calls to verify accounts and listings. It's one of the ways we ensure that the integrity of the eBay community remains intact. Can I contact you directly? Because I may not be here when you try to reach me, I recommend that you contact us using the Webform. This will also ensure that your email is sent directly to the team that can help you most effectively.

**GUIDE.DETAILED\_INFORMATION** Deceased member reports is a CORE topic, do NOT transfer the contact. Teammates in all LOBs should follow these steps to request a copy of the death certificate. 1 - Determine who is making the report Ask How are you related to (insert name)? Determine if the member reporting is next of kin or if they are a 3rd party making the report. Next of Kin Reports Workflow: go to step 2 Third Party Reports Workflow: go to step 3

2 - Next of kin 2.1 Request a copy of the Death Certificate: Send one of the following SOLs to the email address the requestor has access to (can be the eBay email address on the account if you confirm the requestor has access to

it).

- Send SOL8701 to the email provided if report is for death of member only.
- Send SOL11658 to the email provided if the reporter is also claiming ownership of the payout balance when reporting death of member.
- Send SOL11600 to the email provided if the reporter is also claiming ownership of eBay vault item(s) when reporting death of member.
- Do NOT disclose if the eBay account has a payout balance or vault items until account is suspended for Deceased Member.

2.1.1 MAC Note the account:

- Place MAC Note
- AD
- Tools
- Mac Note Tool
- Document\_Flows
- Trust\_and\_Safety\_Document\_Flows
- Account\_Closure\_Document\_Requests
- Account\_Closure\_Death\_Certificate\_Request\_Request

for requesting death certificate.

Mac Note Content:

- Member deceased
- Death certificate requested in Service Request SR XXXXX

3 - Third party Thank the reporter and explain we will investigate it and take appropriate action. End that contact. Call registered phone number on the reported eBay account to investigate. Under no circumstances should we mention that we have received a deceased member report.

Use script:

Hello, may I please speak to Full Name registered on the reported account?

If confirmed as deceased, then use this script:

I'm very sorry to hear of your loss. My name is Alias, and I'm calling from eBay.

Do you have a moment to speak to me?

Go to step 4.

If confirmed member is not deceased and member answers, then use this script:

My name is Alias, and I'm calling from eBay.

Do you have a moment to speak to me?

I'm calling to verify ownership on an eBay account registered under your name.

Are you the owner of Account username?

(If listing items)

Perfect! It also looks like you have a few auctions

running. Could you please verify what you are listing? </em></li>  
Well, that is all I needed to know. Thank you for your time and good luck with  
your auctions.</em></li> <li>MAC Note the account accordingly</li>  
<li>Take no further action</li> <li>End of Workflow</li> </ul> If unable to  
reach next of kin <ul> <li>Mark SR as Unreachable which will send email that member or  
next of kin can respond to or contact us.</li> <li>End of Workflow</li> </ul> <a  
name="awarenessofaccount"></a>4 - Determine awareness of eBay account Use  
script:<br>Were you aware that <Full Name><br>registered on  
the account<br>had an eBay account?<br> Yes  
<br>use this script:<br><ul> <li><br>We would like to let you know that we can  
help you with closing the <Insert username> account.<br>Go to step 5</li>  
</ul> <br>No <br>use this script:<br><ul> <li><br>I  
should let you know that there is an eBay account registered in <Full Name> registered on the  
account<br>'s name<br><li><br><br>eB<br><br>ay can help you  
with closing this account.<br>Go to<br><a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1279&ViewLocale=en\_US#obtainemail">Obtain email address</a>, step 5</li> </ul> <a  
name="obtainemail"></a>5 - Obtain email address <br>Use script:<br>Do  
you have an email address where I can send you some information?<br> Yes:  
<ul> <li><br>(Obtain email address)<br>Thank you. I will send you a brief email  
shortly. It will explain how we can proceed with the account closure process.<br></li>

</ul>  <ul> <li>Since you do not have an email address, I will send a referral to have a specialist follow up with you by phone.</li> <li><b>Internal Information</b> <ul> <li><a href="https://forms.office.com/r/dm3f13qnb0" target="\_blank">Send referral</a>.</li> </ul> </li> <ul> <li>In both cases, close the contact as follows: <ul> <li><em>Do you have any questions?</em></li> <li><em>Thank you for taking the time to speak with me. Good-bye.</em></li> <li><em>From this point onward, follow</em></li> </ul> </li> <li><a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1279&ViewLocale=en\_US#kin">Next of Kin Reports Workflow</a> <ul> <li>Go to step 2</li> </ul> </li> <ul> <li><a name="macnote">MAC Note HTML Use this template exactly as provided (edit just the "primary account holder" and "date of death" tokens) <table> <tr> <td width="700"> <div><p><br> DOCUMENTS RECEIVED: DEATH CERTIFICATE<br><p><i><u></u></i></div> <br> <ul> <li>DO NOT CHANGE THE ABOVE TEXT<li>Death Certificate confirms that ###PRIMARY ACCOUNT HOLDER### has passed away on ###DATE OF DEATH### <li>Terminating account <li>font color = red<li>DO NOT REINSTATE<br><br> </div> </td></tr> </table><br> <br> </h2>