

## Protecting yourself against gift card scams

There are a number of ways to protect yourself from gift card scams, including keeping your redemption code safe and only using your gift card at checkout on eBay.com.

If you believe you've been targeted by a gift card scam, [contact us](#contactWay) to let us know right away. You should also report the scam to the [Federal Trade Commission \(FTC\)](https://reportfraud.ftc.gov/#/) - opens in new window or tab

Scammers may contact you by phone, email, social media, or online and say they urgently need a quick sale. They may ask you to buy an eBay gift card and send them the gift card code as payment.

What to do if you've been targeted by a gift card scam

If you believe you are the target of a gift card scam, here's what you need to do:

- [Contact eBay Customer Service](#contactWay)

Report the scam to the [Federal Trade Commission \(FTC\)](https://reportfraud.ftc.gov/#/?orgcode=EBAY) - opens in new window or tab

or, if you're outside the United States, you can report the scam to your local consumer protection agency or report it to [econsumer.gov](https://econsumer.gov/en/FileAComplaint#crnt) - opens in new window or tab

Keep the eBay gift card itself and the receipt you received when you bought it. We'll need these as proof of purchase to verify that you bought the gift card.

Go to [ebay.com/giftcardscams](https://pages.ebay.com/giftcardscams/) - opens in new window or tab

or [FTC.gov/giftcards](https://www.consumer.ftc.gov/articles/paying-scammers-gift-cards) to learn more about gift card scams and how you can

protect yourself against them. Tip When you buy an eBay gift card always keep your proof of purchase. If you become the target of a gift card scam, we'll need your proof of purchase to verify that you bought the gift card.

## How to avoid gift card scams

To avoid gift card scams, always follow these tips:

- Treat your eBay gift card redemption code like cash
- Never share your gift card code with anyone
- Only redeem your gift card at checkout on eBay.com
- Don't use your gift card to pay anyone outside of eBay
- If a seller says they'll only accept payment by gift card, don't go through with the transaction — it's a scam

We'll never ask you to email your personal information. Remember, if we need you to update your account or provide any personal information, we always send a copy of our request to your [Messages](https://mesg.ebay.com/mesgweb/ViewMessages/0) - opens in new window or tab. Always check there first to make sure the email is from eBay. Go to our [gift card page](https://pages.ebay.com/ebaygiftcard/) to find out more about eBay gift cards.

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