

## Unauthorized transactions with your spendable funds

If your funds were used for a transaction you don't recognize or didn't authorize, we recommend you [get in touch](#contactWay) so we can take you through the next steps.

If your spendable funds were used to make a purchase you don't recognize or didn't authorize, [contact us](#contactWay) to let us know.

If you've enabled spendable funds on your account and noticed a transaction that you didn't authorize or don't recognize, we may be able to help resolve the issue. Sometimes, unauthorized transactions occur when someone with access to your account uses your funds to make a purchase or initiate a transaction. If you've recently granted access to the account, or shared your password with someone, you should check if they've recently made a purchase using your funds. Once you've checked and you're certain the purchase wasn't made or authorized by you or anyone else with access to your account, [get in touch](#contactWay) to let us know. We'll ask for some information about the transaction, look into it for you, and get back to you within 10 business days. If it looks like the transaction wasn't authorized, it may be eligible for reimbursement. We know there's not always time to check every transaction in detail right away, so you can report the transaction within 60 days of the transaction date. When we're looking into it for you, we may ask for more information. If so, we'll let you know what we need and when we need it by.

Tips for securing your account

Here are some tips for securing your account if you notice a transaction you didn't authorize or don't recognize:

- [Change your password](https://accounts.ebay.com/acctsec/security-center/chngpwd) - opens in new window or tab immediately

[target="\\_blank"&gt;Verify your contact information, shipping addresses and payment details - opens](#)

[in new window or tab&lt;/a&gt;](#). If anything was changed by the person who took over your account,

[change it back&lt;/li&gt;&lt;/li&gt;](#)Check your recent purchases, &lt;a

[window or tab&lt;/a&gt;](#) and listings to make sure they're yours&lt;/li&gt;&lt;/ul&gt;&lt;/h2&gt;

&lt;h2&gt;unauthorized transaction,spendable funds,unrecognized transaction,eBay account

theft,eBay hack,account hack&lt;/h2&gt;