

INV - False contact information (name, address, email, phone) policies

<h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Verify phone number
Update the phone number and then select either call me now or call me in 1
minute. Our system will generate a call to your updated phone number and tell you
a code. Enter that code and you will be able to sign in again.

</h2><h2>GUIDE.SUMMARY What Falsifying or omitting contact
information such as a member's name, address, email, telephone number, or any combination of
these when registering on eBay is not allowed. It is also not allowed to use fax or
disconnected numbers 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)." Invalid name and address An invalid
name on an account is a name that does not explicitly identify the account holder. Many times, a
member will put their business name or initials (first and last) instead of their full name in their
registration information. A member is allowed to have their full name or K.
Patten, but not Kearsten P., K.P., or their business name. A
business name must be listed in the Company name section of the registration information, and your
personal name must be listed as contact information. See <a
href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1447"

target="_blank">Registering a selling account - becoming a seller on eBay for
more information on how to change a personal account to a business account
 An invalid physical address on an account does not correspond to the
current registration address of the user in the case of private user accounts and the current address
of the company in the case of commercial user accounts. This may be because a member did not
update their address when they moved or due to a typographical error. Invalid
email address An invalid email address is an email address that is not able to
accept messages from eBay or eBay members. Invalid phone number

An invalid telephone number is a number that is disconnected, connected to a fax machine, or a wrong number for the member. 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 <h2><h2>GUIDE.RELATED_LINKS Help pages False or missing contact information policy
 https://www.ebay.com/help/policies/identity-policies/false-missing-contact-information-policy?id=4238
 Invalid and dead email addresses policy
 https://www.ebay.com/help/policies/identity-policies/invalid-email-policy?id=4237 Solutions I need to change my contact information or shipping address How to change email address <h2><h2>GUIDE.TALKING_POINTS Why do I have to keep my contact information up-to-date? 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. Why am I being asked to verify my phone number when I try to sign in? Your registered primary phone number was reported as invalid. Once you update your phone number on file and complete the process,

you will be able to sign in again. </h2>