

GUIDE.SUMMARY

GUIDE.DETAILED_INFORMATION

Escalation of suicide and self-harm threats

Report threats immediately:

- Say: We take threats very seriously, and as such I am required by law to report this to the proper authorities.
- End the call/contact.
- Submit a Report to OOTP by using the [Threat Submission Form](http://go/userthreatsubmission) if it is within their Hours of Operation.
- OOTP is outside Hours of Operation on:
 - UK Time: 2AM - 7AM weekdays, 1AM - 9AM weekends
 - Mountain Time: 7PM - 7AM weekdays; 6PM - 9AM weekends
- Additionally, OOTP is not available during the full Christmas/New Year period:
 - US/UK/DE/FR: 24 Dec to 01 Jan, both dates inclusive
 - ES/IT: 21 Dec to 01 Jan, both dates inclusive

OOTP is outside Hours of Operation or unavailable, you must notify your Team Lead, who will then reach out to the appropriate police department closest to the customers location in order to ensure the safety of the customer.

eBay places great importance on the well-being of their employees. If you feel impacted or distressed by the customer contact you just received, and you feel like you may need assistance: please talk to your supervisor or the manager on duty.

Escalation of threats (bomb, employee threats, center threats...)

Report threats immediately.

Examples of these threats are:

- Bomb threat
 - A bomb threat made against or in reference to an eBay Inc. location, specific individual(s), event, etc.
 - Center threat
 - A threat to cause harm or damage to a specific location
 - Includes attempting to identify associated location details
 - A statement of

intent to visit an eBay Inc. office/location for further assistance
Employee/Contractor threat A direct threat to harm an
employee/contractor with intent to retaliate, injure, locate or intimidate
Notes: If you are dealing with a customer reporting another
customer, see </a

href="https://cs-author.vip.ebay.com/cskbapp/art?page=content&id=guide1309">user to
user threats instead If you are dealing with a legal action threat,
see the "legal threats" section within this article </ol
start="2"> Say: We take threats very
seriously, and as such I am required by law to report this to the proper
authorities. </ol start="3"> Submit a report to
ITM: Submit a report to the Investigations and Threat
Management (ITM) team, part of the Global Security team, by using the Threat
Submission Form (preferred method) Click Continue to create
a new report. Select the Threat Type (Bomb, Center,
or Employee/Contractor). Add eBay representative contact information.
 Do not put any user information in the Reporting
Persons section Add the users' information and available
account details. Draft a detailed description of the threat/concerning comments
made Add digital media if applicable. Review provided details.
 If you notice an area that needs to be corrected,
select Back or Modify (above the area of concern)
 Select Submit. </ol start="4">
Other report options If you are unable to report
through the above URL, there are other methods of reporting the threat Call the
24/7 Global Security Operations Center at 1.408.376.4444 or 1.408.376.7777 in an

emergency

- Email directly to DL-eBay-Security-UserThreats@ebay.com
- Provide as many details as possible including:
- Customer account information
- Threat details
- Your contact information

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Who are the Investigations & Threat Management (ITM) Team? The ITM team is comprised of a core group of specially trained staff within the eBay Global Security & Resiliency organization. This team is responsible for managing all threatening, suspicious, or otherwise concerning communications and content generated by users/customers around the world. In partnering closely with the Customer Service (CS) organization and related groups within eBay Inc., ITM works to ensure the proper documentation, investigation, and appropriate escalation of these cases is carried out.

What will the ITM do upon receiving the escalation?

By providing the information prompted by the online Threat Submission Form, ITM will immediately be notified via email. This initiates the threat assessment and management process. This process involves ITM working in conjunction with key partners such as Customer Service, Legal, and Office of the President, and may include contact with local, state, federal, and international law enforcement agencies as needed.

The goal is to identify the threat, determine its validity and take the appropriate action to mitigate associated risks.

Member-to-Member Contact/User-to-User Threat. Our policy prohibits member-to-member threats of physical harm through any method - including phone, email, or our public message boards. However, we're able to take action under this policy only if the threat was made by email.

The member who is being threatened needs to report all other forms of harassment to the proper law enforcement authorities, as well as the member's local phone company if the threat was made by phone.