

## eMBG - Policy: Courtesy Payouts

**GUIDE.SUMMARY** Internal information What

- When a courtesy refund is issued to a buyer or a seller it means it is a payout that is coming directly from eBay.
- In most cases a specific courtesy type should only be given one time to the member.
- There are some exceptions. Please see the [specific courtesy reason](https://forms.office.com/r/A5Z8gSvDLP) for more details.
- Under no circumstances should a Manual Correction courtesy payout be issued while an INR or Return is open or the appeal option is available.
- Second appeals: An incorrect decision was made on an eMBG claim appeal.
- Certain site issues that may have caused a member loss through a claim.
- It must be a confirmed site issue before a request should be submitted.
- Courtesies where a refund is being provided.
- Other scenarios as outlined below.
- When a courtesy is offered to the buyer or seller:
- Make sure the member is aware that it is a courtesy and not part of the normal process.
- Educate the member so they do not find themselves in the same situation again.
- See specific workflows for education and talking points.
- All courtesy requests are reviewed by SWAT before they're processed, even with leadership approval.
- SWAT will contact the requester if more information is needed.
- When
- Any time money movement is needed but the option to do so is not available through the claim. Examples of this include:
- The appeal is already denied.
- It is past the 30 day appeal timeframe.
- No eMBG claim exists.
- NA SWAT can only process manual corrections for US and Canada.
- NA SWAT will review any claim associated with GSP and eIS.
- Requests for claims on another transaction site must be sent to the correct teams that assist with those sites.
- There are other request types you may need to send to SWAT for

review</li> </ul> How <ul> <li>Requests are submitted to SWAT through the form&nbsp; <ul> <li>Requests should not be submitted through Communicator</li> <li>Teammates who submit a request to SWAT are responsible for any necessary follow-ups</li> <li>Do not promise a follow-up with the member from the SWAT team</li> <li>SWAT does not make outbound phone calls to members</li> </ul> </li> </ul>   </h2>