## Multi-account overview and appeals

<h2&gt;GUIDE.SUMMARY Internal Information What &lt;ul&gt; &lt;li&gt;Multi-account is a set of policies, workflows, and actions designed to manage the risk from accounts related to suspended, restricted, or below standard accounts. </li&gt; &lt;li&gt;eBay expects users to manage each of their accounts effectively in order to meet the highest buyer and seller standards.</li&gt; <li&gt;When a member is associated with another account thats suspended, restricted, or below standards, theyre expected to resolve issues as they arise to bring accounts back into good standing.</li&gt; &lt;/ul&gt; When &lt;ul&gt; &lt;li&gt;Multi-account actions are taken based on a combination of &lt:a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1142&ViewLocale= en\_US#linktypes">link type</a&gt;, &lt:a href="https://cskb.ga.ebay.com/cskbapp/art?page\_content&id=GUIDE1142&ViewLocale= en\_US#severityscores">severity score</a&gt;, and other risk factors.&lt;/li&gt; &lt;/ul&gt; Why <ul&gt; &lt;li&gt;An&nbsp;account related to another account that's not in good standing (e.g., restricted, suspended or below standards) has higher selling or buying risks.</li&gt; </ul&gt; Who &lt;ul&gt; &lt;li&gt;Multi-account consequences are applied to a member's account if it's related by 1 or more strong links to a suspended, restricted, or below standard account.</li&gt; &lt:/ul&qt: How to resolve &lt:ul&qt: &lt:li&qt:You'll need to have a conversation with the member as they appeal their restriction or suspension. See the E2M Account Workflows section of this article.</li&qt; &lt;/ul&qt; This article covers &lt;ul&qt; &lt;li&qt;Multi-account link types&lt;/li&qt; <li&gt;How multi-account consequences are applied&lt;/li&gt; &lt;li&gt;Multi-account appeals workflow</li&gt; &lt;/ul&gt; &nbsp; &lt;/h2&gt;&lt;h2&gt;GUIDE.RELATED\_LINKS &nbsp; Related Help Pages <ul&at; &lt:li&at:Usina multiple accounts<br&qt; &lt:a href="http://pages.ebay.com/help/policies/multiple-accounts.html">pages.ebay.com/help/policies/ multiple-accounts.html </a&gt;&lt;/li&gt; &lt;/ul&gt; Related solutions &lt;ul&gt; &lt;li&gt;&lt;a href="https://cskb.ga.ebay.com/cskbapp/art?page=content&id=SOL9959">lssue 387

name="issue387talkingpoints"></a&gt;Issue 387 - Why are you suspended or blocked from selling? <br&gt; &lt;br&gt; &nbsp; Issue 387 -&nbsp;Teammate: Does the member have an Issue 387 on their account? If so, here are your talking points: <ul&gt; &lt;li&gt;Sellers: &lt;ul&gt; <li&gt;We've noticed a recent pattern of activity on your account that normally indicates your performance has significantly changed or is declining at an unacceptable rate. When sellers experience this, there's a concern they won't be able to sustain the level of performance needed to </li&gt; deliaht buvers.&lt:br&at: </ul&gt; </li&gt; &lt:li&at:Buvers: <li&gt;We've noticed a recent pattern of activity on your account that normally indicates your buying has significantly changed or there were an unacceptable number of issues when buying. When this happens, there's a concern that a buyer won't fulfill the contracts they make with sellers.<br&gt; &nbsp;&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;li&gt;Sometimes inexperience can cause these things. Sometimes, we see these sorts of changes when more than 1 person has access to an account.<br&gt; &nbsp;&lt;/li&gt; &lt;li&gt;Before I can reinstate your account, I'll need to ask you a few questions. < br&gt; &nbsp; Internal Information &lt; ul&gt; &lt; li&gt; Go to &lt; a href="https://cskb.ga.ebay.com/cskbapp/art?page\_content&id=GUIDE1142&ViewLocale= en\_US#accountworkflow">e2M Account Workflow</a&gt; section&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; </ul&gt; &lt;a name="partingofways387"&gt;&lt;/a&gt;Issue 387 -&nbsp;Multi Account - Returning Malicious Seller &It;ul> &It;li> Your account was suspended or limited because it causes concern for us and our community.</li&gt; &lt;li&gt;From time to time, we find accounts that have a risk that no longer justifies a continuing relationship with us. When that happens, we suspend or limit these accounts.</li&gt; &lt;li&gt;We regret any frustration or inconvenience this may cause you.</li&gt; &lt;/ul&gt; &lt;a name="parting"&gt;&lt;/a&gt;No Issue 387 present &lt;ul&gt; <li&gt;From what we've seen in the past, accounts that are related to others that have performance or buying issues are a lot more likely to create concern.</li&gt; &lt;li&gt;We're not necessarily saying that this other account is yours. What we're saying is that the ties between your account and the other are so strong that we can't help but be concerned about the relationship.</li&gt; &lt;/ul&gt; Why do you have this selling limit?&lt;br&gt; (no Issue 387 present) <ul&gt; &lt;li&gt;You received this limit because your eBay account is linked to another eBay account that is restricted, suspended, or below standard.</li&gt; &lt;/ul&gt; Relationship between accounts Internal Information <ul&gt; &lt;li&gt;Do not give specific details on what information is linked (addresses, names, email addresses, etc.) Determine how much information about the links can be shared. Additional information be found under <a can href="https://cskb.ga.ebay.com/cskbapp/art?page\_content&id=GUIDE1142&ViewLocale= en US#sharequidelines">disclosure quidelines</a&gt;.&lt;/li&gt; <li&gt;The relationship between 2 indirect.<br&qt; &lt:ima or more accounts can be direct or src="https://cskb.ga.ebay.com/library/EBAY/Images/1000%20-%203000/1142/indirectmulti.png"> <ul&gt; &lt;li&gt;Directrelationships are usually found when we notice, 1-to-1, similar contact, payment, or computer information, or selling behaviors between 2 accounts. <ul&gt; &lt;li&gt;In the example above, accounts A and B are directly linked. If account B calls in, you can follow the disclosure guidelines speak about account A.</li&at; &lt:/ul&at: to &lt:/li&at: <li&gt;Indirect&nbsp;relationships among accounts are found when we see that multiple accounts are associated with each other, but the relationship between all accounts may not be 1-to-1. Although indirectly, these accounts are still linked. <ul&gt; &lt;li&gt;In the example above, accounts A and D are indirectly linked. If account D calls in, you cannot speak about account A. Instead, use these talking points:</li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;/li&gt; &lt;/li&gt; &lt;/ul&gt; &lt;/li <ul&gt; &lt;li&gt;We look at a variety of information to determine whether we believe there is a relationship between accounts. <ul&gt; &lt;li&gt;For example, we investigate whether the accounts share contact or payment information, or whether they have a similar pattern of activity or performance on our site.</li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;li&gt;lf we find a strong enough relationship between accounts, we may take action to make sure the owner of an account doesnt

circumvent any unresolved issues by doing things like selling on the accounts of others they may know (rather than addressing the problems we've made them aware of on their account). This is in violation of the <a href="http://pages.ebay.com/help/policies/multiple-accounts.html"&gt;multiple accounts policy&lt:/a>, which says that if you have multiple accounts, we require you to keep them in good standing. If any of them fails to meet this requirement, our expectation is that you will not continue to trade with any other accounts until you have resolved the problem on your account that is failing to meet standards / requirements.</li&gt; &lt;li&gt;Much of our information regarding how we associate accounts remains proprietary and protected by eBay. This is, in part, so that we remain compliant with Privacy laws and, in part, to ensure that we can continue to identify users who are attempting to continue to transact on our site after theyve been prohibited from doing so.&lt:/li&at: &lt:/ul&at: Internal Information &lt:h3&gt:&lt:a name="shareguidelines"></a&gt;Information we can share about multi-account links&lt;/h3&gt; You must verify ownership of the account prior to releasing any account-specific details, including name on the account. <table border="1" cellpadding="2" cellspacing="0"&gt; &lt;tbody&gt; <tr&gt; &lt;td colspan="5"&gt; &lt;h3&gt;Disclosure Guidelines&nbsp;&lt;/h3&gt; Do not move past the 1st level of disclosure unless the member persists. Never disclose beyond the 3rd level.</td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td colspan="2"&gt;&nbsp;&lt;/td&gt; &lt;td&gt;1st Level of Disclosure&lt:/td&at: <td&gt;2nd of Disclosure</td&gt; &lt:td&at:3rd Level Level of <tr&qt; Disclosure</td&gt; </tr&gt; <td width="278"> <h3&gt;&lt;a name="linktype"></a&gt;Must verify contact is the account owner of the source account</h3&gt; &lt;/td&gt; &lt;td width="393"&gt; &lt;h3&gt;Link Type &lt;/h3&gt; &lt;/td&gt; &lt;td width="393"> <h3&gt;Must show Group Link or higher</h3&gt; </td&gt; &lt:td width="304"> &lt:h3&at:Must show Group Link or higher</h3&gt; &lt:/td&at: &lt:td width="272"> <h3&gt;Must show Individual Link&lt;/h3&gt; &lt;/td&gt; &lt;/tr&gt; &lt;td rowspan="11" width="278">Accounts are linked by account information and activity</td&gt; <td width="393"&gt;PayPal&lt;/td&gt; &lt;td rowspan="3" width="393"&gt;You can say, "Accounts

share payment information. " </td&gt; &lt;td&gt;You can say, "Accounts share a PayPal account."</td&gt; &lt;td&gt;&nbsp;&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td height="20"&gt;Credit Card</td&gt; <td&gt;You "Accounts share credit card."</td&qt; can say, а <td&gt;&nbsp;&lt;/td&gt; &lt;/tr&gt; <tr&gt; &lt;td height="20"&gt;Bank Account&lt;/td&gt; <td&gt;You can say, "Accounts share a bank account."&lt;/td&gt; &lt;td&gt;&nbsp;&lt;/td&gt; </tr&gt; &lt;tr&gt; &lt;td width="393"&gt;Acxiom&lt;/td&gt; &lt;td rowspan="4" width="393"&gt;You can say, "Account share contact information."</td&gt; &lt;td&gt;You can say, "Accounts share name/address pairing."</td&gt; &lt;td&gt;You can say something like, "Your shipping address [or name] is on file for both accounts."</td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td height="20"&gt;Phone Number</td&gt; &lt;td&gt;You can say, "Accounts share the same phone number."&lt;/td&gt; <td&gt;You can say,&nbsp;"Your phone number is on file for both accounts."&lt;/td&gt; &lt;/tr&gt; <tr&gt; &lt;td height="20"&gt;Address&lt;/td&gt; &lt;td&gt;You can say, "Accounts share the same address."</td&gt; &lt;td&gt;You can say something like,&nbsp;"Your shipping address is on file for both accounts. "</td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td height="20"&gt;First/Last name&lt;/td&gt; <td&gt;You can say, "Accounts share the same first and last name."&lt;/td&gt; &lt;td&gt;You can say something like, "Your first name and last name is on file for both accounts." </td&gt; </tr&gt; &lt;tr&gt; &lt;td&gt;Self Linked&lt;/td&gt; &lt;td&gt;You can say, "Accounts have been linked the Self-Link site."&lt:/td&qt; colspan="2" using service on &lt:td rowspan="3"> </td&gt; </tr&qt; <tr&gt; &lt;td&gt;Machine ID&lt;/td&gt; &lt;td&gt;You can say, "Accounts have a shared or common computer." </td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;RADAR GROUP&lt;/td&gt; &lt;td&gt;You can say, "Information indicates your accounts are linked. (Do not provide specifics)."</td&gt; </tr&gt; &lt;tr&gt; &lt;td&gt;GUID\*&lt;/td&gt; &lt;td colspan="3"&gt;\*DO NOT&nbsp;Disclose this link type to members. It is used for internal risk evaluation only and is not communicated externally</td&qt; </tr&qt; &lt:/tbody> </table&gt; <table border="1" cellpadding="2" cellspacing="0"> <tbody&gt; &lt;tr&gt; &lt;td rowspan="5"&gt;How much

information can I share about related accounts?</td&gt; &lt;td width="15%"&gt;Entity Level</td&gt; &lt:td width="15%">Username</td&gt; <td width="15%">Contact Information</td&gt; <td width="15%">Link Types</td&qt; <td width="15%">Suspension/ Restriction Reason</td&gt; &lt;td width="15%"&gt;Account Specific <td&gt;Network&lt;/td&gt; <td align="left" details</td&gt; </tr&qt; <tr&gt; alt="" valign="top"><img height="14" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/no.gif" width="14"></td&gt; &lt;td alt="" align="left" valign="top"><img height="14" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/no.gif" width="14"></td&gt; &lt;td alt="" align="left" valign="top"><img height="14" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/no.gif" width="14"></td&gt; &lt;td height="14" valign="top"><img alt="" align="left" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/no.gif" width="14"></td&gt; &lt;td alt="" align="left" valign="top"><img height="14" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/no.gif" width="14%qt;</td&qt; </tr&gt; &lt;tr&gt; &lt;td&gt;Group or Individual with Group Radar&lt;/td&gt; &lt;td align="left" valign="top"><img alt="" height="14" src="https://cskb.ga.ebay.com/library/EBAY/Images/quicklinks/yes.gif" width="14">&lt:/td> <td align="left" valign="top"><img alt="" height="14" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/no.gif" width="14"></td&gt; &lt;td alt="" align="left" valign="top"><img height="14" src="https://cskb.ga.ebay.com/library/EBAY/Images/quicklinks/yes.gif" width="14"></td&gt; alt="" &lt:td align="left" valign="top"><img height="14" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/yes.gif" width="14"></td&gt; <td align="left" valign="top"><img alt="" height="14" src="https://cskb.ga.ebay.com/library/EBAY/Images/guicklinks/no.gif" width="14"></td&gt;

&lt:/tr> &lt:tr> &lt:td&gt:Group with identical name&lt:/td> &lt:td align="left" valign="top"> height="14" src="https://cskb.qa.ebay.com/library/EBAY/Images/quicklinks/yes.gif" valign="top"> width="14"> </td&gt; <td align="left" &lt:ima alt="" height="14" src="https://cskb.ga.ebay.com/library/EBAY/Images/guicklinks/yes.gif" width="14"> The only contact information that can be shared is information that exists on both accounts. </td&gt; &lt;td alt="" align="left" valign="top"><img height="14" src="https://cskb.ga.ebay.com/library/EBAY/Images/quicklinks/yes.gif" width="14"></td&gt; alt="" <td align="left" valign="top"><img height="14" src="https://cskb.ga.ebay.com/library/EBAY/Images/guicklinks/yes.gif" width="14%qt;</td&qt; align="left" alt="" <td valign="top"><img height="14" src="https://cskb.ga.ebay.com/library/EBAY/Images/guicklinks/yes.gif" width="14"></td&gt; </tr&gt; &lt;tr&gt; &lt;td&gt;&nbsp;Individual&lt;/td&gt; &lt;td align="left" valign="top"&gt;&lt;img alt="" height="14" src="https://cskb.ga.ebay.com/library/EBAY/Images/quicklinks/yes.gif" width="14%qt;</td&qt; <td align="left" valign="top"> <img alt="" height="14" src="https://cskb.ga.ebay.com/library/EBAY/Images/guicklinks/yes.gif" width="14"> Unless the caller is contact verified as the owner of the source account, then the only contact information that can be shared is information that exists on both accounts. </td&gt; &lt;td align="left" alt="" valign="top"><img height="14" src="https://cskb.ga.ebay.com/library/EBAY/Images/guicklinks/yes.gif" width="14%qt;</td&qt; valign="top"><img alt="" <td align="left" height="14" src="https://cskb.ga.ebay.com/library/EBAY/Images/quicklinks/yes.gif" width="14"></td&gt; &lt:td align="left" valign="top"><img alt="" height="14" src="https://cskb.ga.ebay.com/library/EBAY/Images/quicklinks/yes.gif" width="14"></td&gt; </tr&gt; &lt;/tbody&gt; &lt;/table&gt; &nbsp;For more about link&nbsp;types, see the &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1142&ViewLocale= en US#linktypes">link types overview</a&gt;. &nbsp; Seems to be a mistake &lt;ul&gt;

&lt:li&gt:l understand this is a frustrating situation for you. We took this action because our records indicate that this account is related to another account that was restricted, suspended, or below standard. </li&gt; &lt;/ul&gt; Not responsible for someone else's account &lt;ul&gt; &lt;li&gt; We dont expect strangers to address someone elses account issues. However, we have not received any information to show that these accounts are not associated. Because the links are strong enough, we feel that there's risk for recurrence of the issue on related accounts. Therefore, we need the issue resolved. </li&gt; &lt;li&gt; Historically, we have seen recurrence of issues on related accounts, so we err on the side of caution. Therefore, this restriction / suspension will remain. </li&gt; &lt;/ul&gt; &nbsp; &lt;/h2&gt;&lt;h2&gt;GUIDE.DETAILED INFORMATION Internal Information Related issues Enter the Issue number in the <a href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1469"&qt;Trust &amp: Safety Issues Directory</a&gt; for more details on the below issues. Do not share the Issue number with customers. <table border="1" cellpadding="2" cellspacing="0"&gt; &lt;tbody&gt; <tr&gt; &lt;td&gt; Issue Type &lt;/td&gt; &lt;td&gt; Issue # &lt;/td&gt; &lt;td&gt; Details &lt;/td&gt; </tr&gt; <tr&gt; <td colspan="1" rowspan="5" valign="center">Selling Restriction Issues</td&gt; &lt;td&gt;Issue 122 &nbsp;&lt;/td&gt; &lt;td&gt; &lt;ul&gt; &lt;li&gt;Indefinite Selling Restriction - Multi Account</li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;lssue 150 </td&gt; &lt;td&gt; &lt;ul&gt; &lt;li&gt;Resolutions APM Required&lt;/li&gt; &lt;/ul&gt; </td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;lssue 244&nbsp;&lt;/td&gt; &lt;td&gt; &lt;ul&gt; &lt;li&gt;Multi Account Young/Established User</li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;lssue 245 </td&gt; &lt;td&gt; &lt;ul&gt; &lt;li&gt;Multi Account New User&lt;/li&gt; &lt;/ul&gt; </td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;lssue 131&lt;/td&gt; &lt;td&gt; &lt;ul&gt; &lt;li&gt;Billing PSU (Previously Suspended User)</li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td rowspan="2" valign="center">Buying Restriction Issues</td&gt; &lt;td&gt;Issue 356&lt;/td&gt; &lt;td&gt; <ul&gt; &lt;li&gt;Multi-account buying restriction 30 day&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; <tr&gt; &lt;td&gt;Issue 358&lt;/td&gt; &lt;td&gt; &lt;ul&gt; &lt;li&gt;Multi-account buying restriction -

indefinite&lt:/li> &lt:/ul> &lt:/td&gt: &lt:/tr&gt: &lt:tr&gt: &lt:td rowspan="2"&gt:Tracking Issues</td&gt; &lt;td&gt;Issue 246&lt;/td&gt; &lt;td&gt; &lt;ul&gt; &lt;li&gt;Contact Tracking&lt;/li&gt; </ul&qt; &lt;/td&qt; &lt;/tr&qt; &lt;tr&qt; &lt;td&qt;Issue 308&lt;/td&qt; &lt;td&qt; &lt;ul&qt; &lt:li&at:Buver abuse warning</li&gt; </ul&qt; </td&gt; &lt:/tr&at: &lt:tr&at: &lt:td rowspan="3">Returning Malicious Seller</td&gt; &lt;td&gt;lssue 384&lt;/td&gt; &lt;td&gt; <ul&gt; &lt;li&gt;Returning Bad Seller Source Account&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; <tr&gt; &lt;td&gt;Issue 386&lt;/td&gt; &lt;td&gt; &lt;ul&gt; &lt;li&gt;Returning Malicious Seller Source Account</li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;lssue 387&lt;/td&gt; <td&gt; &lt;ul&gt; &lt;li&gt;Multi Account - Returning Malicious Seller&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; </tr&gt; &lt;/tbody&gt; &lt;/table&gt; &lt;a name="linktypes"&gt;&lt;/a&gt;&nbsp;Link (formerly entity) types overview There are 3 link types. <ul&qt; &lt;li&qt;Individual link: &lt;ul&qt; &lt;li&qt;We believe with highest certainty that 1 person owns both accounts, creating a relationship of "same person."</li&gt; &lt;li&gt;The relationship may be based on 1 piece of linking information, such as the member admitted ownership.</li&gt; &lt;li&gt;The relationship may be based on multiple pieces of information. The amount and type of information used would make it unusual for the multiple accounts to not belong to the same person.<br&gt; &nbsp;&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; <li&gt;Group link: &lt;ul&gt; &lt;li&gt;We believe the accounts belong to the same person or share a close association, where the owners of the related accounts are known to each other.</li&qt; <li&gt;Examples of close association include, but aren't limited to, same family, same household, friends, and business partners.<br&gt; &nbsp;&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;li&gt;Network link: <ul&gt; &lt;li&gt; Accounts we link in this group typically include users who are intentionally trying to hide their identity, by minimizing the amount of information shared across their accounts. &lt:/li> &lt:li> Given this, linking here would normally involve using information that it is harder for a user to hide, such as device information, patterns of activity that are common across accounts, or behavior that is typically indicative of fraud.. </li&gt; &lt;li&gt;Example: An account linked by Machine ID to another account known to have had recent ATO activity</li&gt; &lt;/ul&gt; &lt;/li&gt;

src="https://cskb.ga.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1142/individualorgr oup.png"> <a name="severityscores"&gt;&lt;/a&gt;Severity scores &lt;ul&gt; &lt;li&gt;A severity score is given based on how bad - or risky - the original action on the source account. The higher the number, the more serious the member's offense and our consequence.<br&gt; &nbsp; border="1" <table cellpadding="2" cellspacing="0"> <tbody&gt; <tr&gt; <td&gt;Score&lt;/td&gt; <td&gt;&nbsp;Consequence&lt;/td&gt; </tr&gt; <tr&gt; <td&gt;&nbsp;0&lt;/td&gt; <td&gt;&nbsp;No action</td&gt; </tr&gt; <tr&gt; <td&gt;&nbsp;1 - 8&nbsp;&lt;/td&gt; &lt;td&gt;&nbsp;Selling limits&nbsp;&lt;/td&gt; </tr&gt; <tr&gt; &lt;td&gt;&nbsp;9&lt;/td&gt; &lt;td&gt; &nbsp;- Group: selling limits&lt;br&gt; &nbsp;-Individual: Issue 122 </td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;&nbsp;10&lt;/td&gt; &lt;td&gt; &nbsp;-Group: Issue 122<br&gt; -Individual: Suspend </td&gt; </tr&gt; <td&gt;&nbsp;11&lt;/td&gt; <td&gt; Suspend &lt:/td&at: &lt:/tr&at: &lt:/tbody&at: </table&gt; &lt;/li&gt; &lt;/ul&gt; How consequences are assigned Consequences are assigned in 3 different processes: <ul&gt; &lt;li&gt;MA Product: Multi-account automation that applies consequences based on trigger events (accounts getting suspended, restricted or falling below standard are considered trigger events).</li&gt; &lt;li&gt;IFD Batches: Multi-account automation that applies consequences on a daily basis.</li&gt; &lt;li&gt;Agent Desktop MA actions: Manual multi-account actions triggered by an agent working in the MA work type assigning an MA disposition package.</li&gt; &lt;/ul&gt; Example of MAC note after multi-account actions are alt="" applied <br&gt; <img src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1142/detailedinform ation\_macnote.png"> <ol&gt; &lt;li&gt;Multi-account document MAC note dropped on related accounts</li&gt; &lt;li&gt;Source: Identifies&nbsp;if the multi-account consequence and note was assigned through batch (IFD) or product (MaestroCSExecutor)</li&gt; &lt;li&gt;Source Account: Shows the source account usernames, severity score, and other source account information</li&gt; &lt;li&gt;Confidence: Gives confidence&nbsp;level and &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&amp;id=GUIDE1142&amp;ViewLocale=en\_US#linktypes"&gt;link type&lt;/a&gt;&lt;/li&gt; &lt;/ol&gt; &nbsp; &lt;/h2&gt;