

Account suspensions: reasons, types, and how to resolve

GUIDE.SUMMARY What Customers with suspended accounts are unable to perform most functions on eBay. Who Buyer or seller accounts may be suspended for a variety of reasons.

Why There are four general reasons why an account would be suspended:

- Serious violations of our rules or policies.
- Fee-related suspensions.
- Concerning or risky behavior.
- Potentially concerning account history.

All of these reasons are discussed in the User Agreement (see [a](#)

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1080&ViewLocale=en_US#talkingpoints Talking Points for the relevant quotes).

Impact Suspended account access varies depending on the suspension - see [a](#)

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1080&ViewLocale=en_US#suspendeduseraccess table below for more information.

How to investigate Internal Information To find the reason for suspension:

- Check Account Details in AD for suspension type.
- View the Suspension MAC Note on the customer's account.
- View the email sent to the customer in their eBay Messages.
- Some suspensions will have issues open in the Account Issues tool.

This guide covers

- Types of suspensions.
- What suspended users can/can't access.
- Talking points based on suspension type.
- Quotes from the User Agreement to justify various suspensions.

GUIDE.RELATED_LINKS Related help pages

- Suspended accounts

<http://pages.ebay.com/help/account/suspended-accounts.html> What are the rules and policies for listing items on eBay?

<http://pages.ebay.com/help/sell/questions/what-rules-selling-items.html>

com/help/sell/questions/what-rules-selling-items.html
 eBay User Agreement:
 http://pages.ebay.com/help/policies/user-agreement.html?rt=nc Related KB articles Closing Your eBay Account
 Account Delinquency - NonPayment Suspension or NonPayment Restriction
 Multi-Account Overview / Appeals
 Listing policies - item ended, removed, or not renewed by eBay (seller)
 VeRO - Verified Rights Owner Program Overview
 </h2></h2>GUIDE.TALKING_POINTS Note: To see useful quotes from the User Agreement, click the gray bar below, then click User Agreement justification. </h3>Talking points</h3> General questions Serious violations of our rules or policies <a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1080&ViewLocale=

en_US#nonpayment">Non-payment of eBay fees Concerning or risky behavior (ex: CIT, Fraud, Issue 188) Potentially Concerning History General questions How long do you have to wait until a suspension is removed? How long it takes to resolve your suspension depends on how many tasks there are to complete. How many tasks there are to complete depends on why your account was suspended. Internal Information Please see each suspension reason for talking points on how to resolve the suspension. Can't you just remove the suspension since this is the first time it's happened? We strive to provide a marketplace that is safe and secure for both buyers and sellers; this is done by making sure that all of our customers comply with our site rules and policies as outlined in our User Agreement. To maintain the trust of our customers, you must complete certain tasks before we can remove your suspension. Can't you just close the account? Suspensions or restrictions may be closed. A suspended account with Issues 155, 162, or 234 will be automatically closed by the system when starting the account closure process. The data of customers closing their account while suspended/restricted will be retained for Risk and Fraud situations as they are today. When helping a customer close their account and they are suspended/restricted we need to provide them with the following legal disclaimers: Account Closure "As part of the account closure process your account is now blocked from further buying or listing activity on eBay. The account closing process may take up to 30 calendar days from the date of this notice, unless you have sold an item in the last 30 calendar days, in which case it will take up to 60 calendar days to meet our commitments under eBay's Money Back Guarantee program. Note that the account cannot be reinstated once the account closure has been completed." Deletion of Personal Information "As part

of the account closure process, Personal Information that identifies you will be deleted only if your account is in good standing. eBay retains the right to retain Personal Information to detect, prevent, mitigate, and investigate fraudulent or illegal activities. Note that the account cannot be reinstated no restrictions or suspensions appealed once the account closure has been completed." Note: The disclaimers will also be included in the email communication sent to the customer when processing their request.

- "Tracking issues" normally don't prevent customers from closing their account, and teammates don't need to manually close them. Please check the <https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1469> Trust & Safety Issues Directory to see detailed info about each issue.

Problems accessing your suspended account?

- If you need to pay fees owed to eBay, you can make a payment without signing into your account.
- See <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1220> Non-payment guide for details.

How suspension affects incomplete sales

- Sellers who are suspended are not able to contact the buyer through eBay.
- If payment was made but the purchase has not been shipped, it is best to refund the buyer.

Why was an account suspended? Internal Information

- View Suspension MAC Note for reasons that can be explained to the customer.
- Don't share information under the Internal Information section of the note.
- What you can't do under this suspension
- You're no longer eligible to use eBay from this point on. This includes both buying and selling.
- Can you appeal the suspension?
- Most suspensions for this reason cannot be overturned.
- Internal Information
- Appeal instructions, if available, will be included in the Suspension MAC Note.

If the appeal is denied:

- Because your actions have not reflected the spirit of eBay, we've decided that you will no longer be able to participate on the site.

 Can you open another account? You can't use or open another account. If you do, a suspension will be placed on the other account(s) as well. We understand this is not an easy message to accept, but we believe eBay isn't the right venue for you to buy and sell. You'll no longer be able to use eBay in any capacity. For underage Once you turn 18 years old you're welcome to open an eBay account. You may not use eBay until then. For false contact You may register for a new account using your correct information. </a name="nonpayment"> Non-payment of eBay fees See </a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1018">Non-payment guide for how to handle these cases. </a name="riskybehavior"> Concerning or risky behavior (e.g., Issue 188) Why was your account suspended? Internal Information View Suspension MAC Note for suspension reason and talking points. For 188: Having reviewed your account, we've determined that the inability to verify your information, combined with the activity on your account, poses too great a risk to the eBay community. For SRM: Having reviewed your account, we've determined that the business model present on the account poses too great a risk to the eBay community, and we're no longer comfortable allowing you to continue to sell. What is the specific concern with the account? Internal Information View Suspension MAC Note for any information that can be shared with the customer. If there is no specific information in the note: We don't provide specific information on what behaviors we have found to be a risk to our site. We've found that providing this information can also provide ways to circumvent this suspension or review process in the future. What you can't do under this suspension You are no longer eligible to use eBay from this point on. This includes both buying and selling.

 Is the suspension appealable? For high risk, and SRM suspensions: In general, these suspensions cannot be overturned. If pressed, explain the suspension can only be overturned if there is evidence of an error in actioning the account, but the action was correct. Internal Information This can be verified in the document placed in MAC Notes at the time the suspension was placed. If there is no possibility of an overturn, say: This decision can't be overturned. Because of the risk your account has posed to the eBay community, the suspension is permanent and means that you will not be able to participate in any buying or selling activities on eBay. We regret any frustration or inconvenience this matter may cause you, and wish you the best of luck in the future. Internal Information The following exceptions exist for 188 suspensions: The suspension occurred before the no-suspension roll-out date of August 2011. The customer is providing reasonable clarification for not responding within 72 hours of the restriction. The account was suspended by the system.
 Note: This can often happen but is not limited to when issue 123 is placed by either a teammate or the system, and the customer does not respond in the allotted time frame. Can you open another account? You can't use or open any other account(s). If you do, a suspension will be placed on the other account(s) as well. We understand this is not an easy message to accept, but we believe eBay isn't the right venue for you to buy and sell. You will no longer be able to use eBay in any capacity. Potentially concerning history (PSU, multi account, returning bad/malicious seller) Why was the account suspended? It looks like we may have had a concern with a previous account or another account that is linked with yours. What does another account have to do with yours? Why are you being notified that your account was linked to another account that was suspended? We don't just look at the first and last name registered on an account when it links

accounts together. We do look at a multitude of information to determine how likely it is that there is a strong relationship between the two individuals on the accounts (including contact information, selling behaviors, financial information, etc.).

If the accounts are linked by enough information, we may take action on the secondary account to ensure that the owner of the restricted account is not able to circumvent their unresolved issues by selling on other accounts (such as those belonging to friends or family).

See <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1142> Multi-Account Overview / Appeals for more information.

How is your account linked to that other account? Internal Information

Use <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1142> Multi-Account Link Types and Limit Decision Factors to determine how much information about the links can be shared.

Do say:

- The two accounts may be linked by contact information, behaviors, or financial information.
- Don't:
- Give specific details on what information is linked (specific addresses, names, email addresses, etc.)
- Why can't you tell me how they're linked more specifically?
- Much of this information remains protected because if we told customers how we link accounts, it would provide them with a way to circumvent being linked to other accounts in the future. Our ability to link accounts is a big part of fraud and circumvention detection, which keeps the entire community safe.
- Can you appeal the suspension? Linked to an account with a resolvable issue: Internal Information
- If the issue on the linked account can be resolved (e.g., suspensions for recoupment or payments, 172 placed because documents or actions were requested, BSTD account), then the suspension can be appealed after the original issue(s) has been resolved.
- Once the issue on the original account has been resolved, you may contact Customer Service to have the suspension on this account reviewed for appeal.
- Linked to an account with an unresolvable issue: Internal Information
- If the issue

on the linked account can't be resolved (e.g., suspensions High Risk, 181 selling restriction, etc.), then the suspension appeal will be denied.

- A final decision has already been made on the original account, and that decision carries over to any additional accounts you use or create. We believe eBay is not the right venue for you to buy and sell.
- What you can't do under this suspension
- Suspended users are restricted from bidding, selling, leaving feedback, and contacting other eBay customers. Your ability to change contact information is also limited.
- If suspension can be appealed:
- All of these abilities will be reinstated once the account suspension has been resolved.
- Can you open another account?
- You can't use or open any other account(s). If you do, a suspension will be placed on the other account(s) as well.

Click the line below to see quotes from the User Agreement, which are useful as further talking points (you may have to scroll back up the page or click Talking Points on the left to jump back to the top of the section).

https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1080&ViewLocale=en_US#&User_Agreement_justification

Internal Information

If the customer refuses to accept your explanation or justification for the suspension, you can provide the appropriate quotes (listed below by type) from our policies and User Agreement.

- Since the customer signed the User Agreement at the time of registration, they agreed to eBay's ability to suspend their account for these reasons.
- The quotes below can be shared with customer, but don't share policy-related information such as issue numbers.

https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1080&ViewLocale=en_US#violationsua

Violations of rules or policies

https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1080&ViewLocale=en_US#nonpaymentua

Fee/Payment related

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1080&ViewLocale=en_US#riskybehaviorua>Concerning or risky behavior Potentially concerning history <h3>Violations of rules or policies</h3> False contact suspension If the customer has violated our User Agreement by providing false contact information on the account. Per our User Agreement: While using or accessing the Services you will not post false, inaccurate, misleading, defamatory, or libelous content. Underage user suspension If the customer has violated our User Agreement by opening an account while under the age of 18. Per our User Agreement: While using or accessing the Services you will not: use our Services if you are not able to form legally binding contracts (for example if you are under 18). User-to-user threat suspension Per our Member-to-Member Contact Policy: We encourage open communication between our members, but we don't allow our members to use these options to send spam, offers to buy or sell off eBay, threats, profanity, or hate speech Make sure you follow these guidelines. If you don't, you may be subject to a range of actions, including your messages being blocked, limits on your buying and selling privileges and suspension of your account. Fee/payment related Recoupment suspension If the customer owes a past due recoupment balance for eBay refunding a buyer on the customers behalf. Per our User Agreement: We may limit, suspend, or terminate our services... if you fail to pay us all fees due for our Services by your payment due date. Per our Payment Policy: If we refunded a buyer directly, and you

didn't reimburse us, your account may be suspended. Payment suspension Customers fees are 40-60 days past due. Per our User Agreement: We may limit, suspend, or terminate our services...if you fail to pay us all fees due for our Services by your payment due date. Per our Payment Policy: If your account balance is past due, your< a href="http://pages.ebay.com/help/account/suspended-accounts.html">account may be suspended for non-payment. Chargeback suspension A chargeback was filed on the payment customer made for eBay fees. Per our User Agreement: We may limit, suspend, or terminate our services...if you fail to pay us all fees due for our Services by your payment due date. Per our Payment Policy: Sometimes, an account is suspended for non-payment if the payment method you have on file is out-of-date, or has recently been declined. Concerning or risky behavior CIT / fraud suspension Customers who are purposefully or consistently listing counterfeit, infringed, or otherwise have concerning activity may be deemed as too great a risk to participate on the site. Per our User Agreement: We may limit, suspend, or terminate our services...if we think that you are creating problems or possible legal liabilities. We may limit, suspend, or terminate our services...if we think that such restrictions will improve the security of the eBay community. While using or accessing the Services you will not take any action that may undermine the feedback or ratings systems. We respond to notices of alleged copyright infringement as required by the United States Digital Millennium Copyright Act. BRM suspensions Buyers who are taking advantage of our sellers by abusing our feedback or buyer protection systems, who have a high refund or claims rate, or who have too extensive a history of not paying for items (UPI cases). Per our User Agreement: We may limit,

suspend, or terminate our services...if we think that you are creating problems.
While using or accessing the Services you will not take any action that may undermine the
feedback or ratings systems. While using or accessing the Services you will not fail
to pay for items purchased by you, unless the seller has materially changed the item's description
after you bid, a clear typographical error is made, or you cannot contact the seller.
 High-risk suspensions (Issue 188) Placed on accounts with identity or activity concerns
that pose a security risk to the community. Per our User Agreement: We may limit,
suspend, or terminate our services...if we think that you are creating problems. We
may limit, suspend, or terminate our services...if: we think that such restrictions will improve the
security of the eBay community. We may limit, suspend, or terminate our
services...if despite our reasonable endeavors, we are unable to verify or authenticate any
information you provide to us. Potentially concerning history Previously
suspended user (PSU) This is placed on accounts that are opened by a user who has already been
suspended on another account. Per our User Agreement:
While using or accessing the Services you will not breach or
circumvent our systems, policies, or determinations of your account status. We
may limit, suspend, or terminate our services... if we think that you are creating problems.

Per our </a
href="http://pages.ebay.com/help/policies/multiple-accounts.html">Multiple Account
Policy: Not allowed: Registering new accounts or using other existing
accounts to avoid buying and selling restrictions or limits or other policy consequences.
 Multi-account suspension Placed on accounts that are being, or have the potential to be,
used to circumvent other restrictions or suspensions. Per our User Agreement:
While using or accessing the Services you will not breach or
circumvent our systems, policies, or determinations of your account status. We may
limit, suspend, or terminate our services...if we think that you are creating problems.

 Per our

[Multiple Account](http://pages.ebay.com/help/policies/multiple-accounts.html)

Policy: Not allowed: Registering new accounts or using other existing

accounts to avoid buying and selling restrictions or limits or other policy

consequences. Returning bad/malicious seller (Issues 384/386) Accounts

that are linked to another account that may have a history of performing poorly, or who are showing

signs in BBE spike. Per our User Agreement: While using or

accessing the Services you will not breach or circumvent our systems, policies, or determinations of

your account status. We may limit, suspend, or terminate our services...if we think

that you are creating problems. Per our

[Multiple Account](http://pages.ebay.com/help/policies/multiple-accounts.html)

Policy: Not allowed: Registering new accounts or using other existing

accounts to avoid buying and selling restrictions or limits or other policy

consequences.

</h2></h2>GUIDE.DETAILED_INFORMATION

[Suspension](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1080&ViewLocale=en_US#suspensiontypes)

types

[Suspended user access](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1080&ViewLocale=en_US#suspendeduseraccess)

[Suspension issues](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1080&ViewLocale=en_US#suspensionissues)

 </h2></h3>

name="suspensiontypes">Suspension types</h3> Here are some common

examples of suspensions you may see on accounts: Violations of rules or policies

[False](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1285)

Contact suspension: Customer has violated our User Agreement by providing false

contact information on the account.

User suspension: Customer has violated our User Agreement by opening an account while

under the age of 18.

Threat suspension: Customer made an explicit threat of bodily harm to another

eBay customer through M2M. Fee / payment related

suspension: Customers fees are 40-60 days (or more) past

due.

[suspension: Customer owes a past-due](#)

recoupment balance for eBay refunding a buyer on the customers behalf.

[](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1026)

suspension: A chargeback was filed on the payment customer made for eBay

fees. Concerning or risky behavior

[](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347)

suspension: Customers who have consistently listed items infringing on intellectual property

may be suspended to protect the IP holder(s).

[](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104)

suspensions: Buyers who are taking advantage of our sellers by abusing our Feedback or buyer

protection systems, who have a high refund or claims rate, or who have too extensive a history of

not paying for items (UPI cases) may be suspended.

Risk suspensions (Issue 188): Placed on accounts with identity or activity concerns that

pose a security risk to the community.

suspension: Seller Risk Management has reviewed the account and determined the business model is too risky to participate on the site. Potentially concerning history

Previously suspended user (PSU): Placed on accounts that are opened by a user who has already been suspended on another account.

suspension: Placed on accounts that are being, or have the potential to be, used to circumvent other restrictions or suspensions. Returning bad/malicious seller

(Issues 384/386): Accounts that are linked to another account that may have a history of performing poorly, or who are showing signs in BBE spike. </h3>

[name="suspendeduseraccess">Suspended user access</h3> Below are some general guidelines as to what customers can/can't access while suspended. Please note, however,](#)

that each customer's access may vary, depending on the suspension type (e.g., while some suspensions will allow you to still file an INR/SNAD case, you wouldn't be able to if you have been suspended for buyer risk management (BRM)). Account type Can Can't Buyer

Use the forgot password process Change password from the Site Map View ODR (online dispute resolution) pages

Buy or sell using any existing accounts Register a new account

Access any information from within the My eBay pages Use EFS (email forwarding system) Update contact information Leave

Feedback Receive Feedback Request contact information Respond to UPI cases Seller

Use the forgot password process Change password from the Site Map View ODR (online dispute resolution) pages Make a one-time payment for

selling fees from the Site Map (The card that is file can be used to make the one-time

payment) You cannot open a new sellers account with a credit card that is on another suspended account. You cannot make a one-time payment with a card that has been blacklisted. An account does not have to be suspended to have the card blacklisted. However, an account may be suspended and the card on that account may also be blacklisted, but these two actions are independent of each other. Buy or sell using any existing accounts Register a new account Access any information from within the My eBay pages Use EFS (email forwarding system) Update contact information Leave Feedback Receive Feedback Request contact information Respond to UPI cases <h3>Suspension Issues</h3> Internal Information Do not discuss issues (or say the word "issues") with customers. For more details on these Issues, please refer to the Trust & Safety Issues Directory. <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td>#</td> <td>Issue name</td> </tr> <tr> <td>005 </td> <td>In suspension </td> </tr> <tr> <td>188</td> <td>High-risk Selling suspension</td> </tr> <tr> <td>384</td> <td>Returning Bad Seller Source Account</td> </tr> <tr> <td>386</td> <td>Returning Malicious Seller Source Account</td> </tr> </tbody> </table> Flags source accounts for the RBS MA policy. Current source accounts are: Sellers suspended for high risk selling and sellers with a BBE spike. <h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Click Site Map at the bottom of most eBay pages. Scroll to the My Selling Account heading, and click the View Your Account Status or Invoice link. You may be asked to sign in.

The next page will display your account status. To view a previous invoice, click the View invoices link and select the invoice you want to view from the drop-down menu. Making a one time payment To make a one-time payment, please see Billing - payment method for paying eBay - one time, automated </h2>