

## Piggybacking actions on behalf of member policy

**GUIDE.SUMMARY** What This policy specifically calls out that teammates are never allowed to take action via piggybacking. Before taking action in CS Tools:

- When working with members, you must always verify them according to the <https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1098> verification requirements in your region.
- If the account is a Premium Services Account, any and all requests on the account MUST ALWAYS be transferred to Premium Services for handling.

Why

- Some piggybacking functionality exposes eBay, our customers, and/or our teammates to significant risk.
- These risks include unauthorized changes and errors made on customer accounts which could cause regulatory or legal issues and/or disruption to our customers.
- This policy ensures the highest level of security and protection for our customers and their data.

When

- Teammates are NEVER allowed to perform actions on behalf of the member while piggybacking, even if it's only temporary changes while in contact with member.
- Instead use the functionality in the existing teammate tools to take actions.

Who This is applicable to all teammates in all regions, unless a special permission has been granted.