

Criminal & Regulatory Investigations (CRI) - Law enforcement contacts or reports of crime

**GUIDE.SUMMARY** What Sometimes a member or listing may need direct involvement with law enforcement to help ensure the safety and security of eBay and the eBay community. The majority of these concerns are resolved by the Criminal & Regulatory Investigations (CRI) team. How Internal Information & Members cannot directly contact CRI. The CRI team will only deal directly with law enforcement. If a member asks how to contact CRI directly, they should be referred to local law enforcement. Their law enforcement agency can contact us for more information. This guide covers What members need to do to report a crime When to escalate an incident of fraud or illegal activity for criminal investigation How to escalate a contact from a regulatory or law enforcement agency that requires follow up by an investigator (CRI escalations)

**GUIDE.RELATED\_LINKS**  
eBay links for members  
More resources - Law enforcement  
<http://pages.ebay.com/securitycenter/lawEnforcementReporting.html>

<http://pages.ebay.com/securitycenter/lawEnforcementReporting.html>  
non-eBay links for members These links are not part of eBay.com, but may be useful to members.  
Internet Crime Complaint  
<http://www.ic3.gov/>  
USACOPS  
<http://usacops.com/>

Links for law enforcement agencies The following links should only be shared with Law Enforcement. Do not share with members.  
eBay Security Center  
<http://pages.ebay.com/securitycenter/LawEnforcementCenter.html>

Law Enforcement eRequest System (LERS) (Allows law enforcement to submit user data requests to CRI for processing)

[le.corp.ebay.com](http://le.corp.ebay.com) (Used by law enforcement to locate seller ID information for property listed on eBay and to locate seller listings and sales history for property listed on eBay):

<http://www.leadsonline.com/> CRI and PROACT document upload

<https://ocswf.ebay.com/mudcwf?deptName=USGAP>

<https://ocswf.ebay.com/mudcwf?deptName=USGAP> Members are provided this link if they're asked to upload specific information.

Teammate tools

<http://cri.corp.ebay.com> CRI Escalation Tool - If a case may involve criminal activity, you can escalate it here for review. It can also be used to escalate a contact from law enforcement to CRI for assistance. Email addresses

[lawenforcement@ebay.com](mailto:lawenforcement@ebay.com) - Law Enforcement can contact the CRI team by using that email address (valid for all countries).

[proact@ebay.com](mailto:proact@ebay.com) - A dedicated email address for retailers to quickly communicate with the PROACT team about retail theft investigations. See Detailed Information for more information about PROACT.

GUIDE.TALKING\_POINTS Member wants to file a report themselves

You'll need to contact your local police department to file a report for the illegal activity. After you do that, we can help you contact the right eBay Customer Support team for account resolution. Evidence The police will need as much information as you can provide about the incident. They may ask about the date and time of the transaction and who's involved. Keep any emails you've exchanged with the other

person. Print copies to provide to the police. Also print any eBay or PayPal web pages relating to your transaction, if possible.

Deciding if your situation is a crime or civil dispute

If you report your transaction to the police, they'll decide if it should be investigated as a crime or as a civil dispute.

If the police feel that your case doesn't involve criminal intent by the other party, it's possible that they may advise you to take civil action (small claims) to recover your losses.

What happens after you file a report

If the police feel that an investigation is warranted, they may come to us for evidence to support the investigation. If they do, we'll work with them.

You should be prepared that no matter how good you think your case is, the police may still choose not to continue with an investigation.

A strong deciding factor is often whether or not the cost of an investigation is proportionate to the offence committed. This may mean that if the amount of financial loss is relatively low, then a lengthy investigation is unlikely.

If you contact the police after you file a report, make sure you have your police report number in hand. This will be the best way for them to check on the progress of your case.

What eBay does

We're committed to keeping eBay a safe place to shop and will always assist in a criminal investigation.

We'll provide evidence to law enforcement and give evidence in court where necessary, in accordance with our privacy policies.

We'll also take appropriate action on eBay accounts.

**GUIDE.DETAILED\_INFORMATION**

**Criminal & Regulatory Investigations (CRI) team**

The Criminal & Regulatory Investigations (CRI) team is our designated team for handling all interactions that would involve any form of law enforcement.

Within CRI, there is a team that works with retailers. This team is called the Partnering with Retailers Offensively Against Crime and Theft (PROACT).

PROACT is a way for retailers to report evidence of theft to us for investigation.

[proact@ebay.com](mailto:proact@ebay.com) is a dedicated email address

for retailers to quickly communicate with us about retail theft investigations.

- Fraudulent activities typically reviewed by CRI
- Regulatory investigations
- Illegal / prohibited items - Sale or possession of illegal items
- Stolen items - Sale of items which are not the legal property of the seller

Fraudulent activities reviewed by PROACT

The PROACT team investigates a variety of suspicious activity reports, including:

- Controlled purchases - Retailer made purchase of a known stolen item
- Specific suspects - Retailer reports identifiers for a known suspect
- Suspicious sales activity - Items sold at abnormal pricing levels over an extended period of time
- Employee theft - Retailer reports employee who engaged in theft

## GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE

Instructions for law enforcement agencies

You'll need to submit a request through our Law Enforcement eRequest System.

CRI will not respond to official user data requests by email or fax.

Here's how to submit your request:

- Click <http://www.ebay.com/help/home> Help & Contact, located near the top of most eBay pages
- Click <http://pages.ebay.com/securitycenter/index.html> Security Center, located near the bottom of the screen
- Under the More Resources section, click <http://pages.ebay.com/securitycenter/LawEnforcementCenter.html> Law Enforcement Resources. Here, you'll find instructions for how to contact and work with our Criminal & Regulatory Investigations Teams, including recommendations to save time in your investigation.
- Internal Information Escalating to CRI

If you find concerns that meet any of escalation guidelines, and it appears the member is being malicious to eBay or multiple other members, escalate to CRI in addition to taking normal action.

Escalation guidelines Include, but aren't limited to:

<ul> <li>Illegal activity that poses a serious threat to our users or any eBay Inc. company</li> <li>Losses suffered by our users or any eBay Inc. company as a result of criminal activity</li> <li>Criminal intent and misconduct egregious in nature, even if the loss from fraud is small</li> <li>Law enforcement contacted us in an effort to serve a subpoena or search warrant and needs assistance.</li> </ul> How to escalate: <ol> <li>Type <b>CRI</b> into your browser to access the CRI Escalation tool (or use <a href="http://cri.corp.ebay.com" target="\_blank">this link</a>) </li> <li>Please note, this tool requires 2FA (2 Factor Authentication)</li> </ol> <li>Click "create"</li> <li>Fill in the web form</li> <li>Submit.</li> <li>You'll receive email notifications when your case is received, assigned to an investigator, and modified or completed</li> </ol> For outsource/partner teammates unable to access the escalation tool: Please escalate accounts you would like to have reviewed by the CRI Team by sending the UserID and reason for escalation to your Business Unit (BU) Manager. Phone call appealing CRI suspension <ol> <li>Read the MAC note on the member's account. It will explain what can and can't be shared with the member.</li> <li>Have a parting of ways conversation or give additional information as documented in the MAC note.</li> <li>Contact CRI with the details of the appeal or conversation as recommended in the MAC.</li> </ol> </h2>