

The Defect Reduction Specialist Team

GUIDE.SUMMARY What is the Defect Reduction Specialist Team (formerly the BBE Reduction Team) is part of the Fraud Analytics and Compliance Team (FACT Team). This group is dedicated to reducing defects on the site. A defect is when any of the following occur:

- Seller canceled transactions
- Closed (escalated) cases without seller resolution

GUIDE.TALKING_POINTS How do I fix my restriction/suspension? In order to appeal your restriction/suspension, you must follow the appeal instructions in the email you received. Internal Information: Attention Teammates: if there are no appeal instructions or the MAC note indicates the account was suspended with no appeals, please permanently restrict the members account. Why did you suspend my account? Your listing activity has been restricted/suspended to ensure a safe trading environment for you and the eBay Community. Based on the risk involved in your eBay business, your listing activity has been restricted/suspended to ensure a safe trading environment for the eBay Community. This means that you will no longer be able to participate on the site. We regret any frustration or inconvenience this may cause you. Because your actions have not reflected the spirit of eBay we have decided that you will no longer be able to participate on the site. Internal Information: Attention Teammates: Please refer to the MAC note for more specific information and talking points relating to the member's account. Why is this happening? Many sellers, from new members to large merchant accounts may have limitations placed on their account until they can confirm certain information with us. Through this process, both new and experienced members may be required to take additional steps before they sell items on eBay. Alternate Response: In an effort to monitor activity on the site and ensure a safe trading environment, we sometimes may restrict or suspend accounts until we confirm certain information with them. We also may at our sole

discretion, restrict or suspend users from using our services. Within the eBay User Agreement, it explains:

 "Without limiting other remedies, we may limit, suspend, or terminate our services and user accounts, prohibit access to our website, delay or remove hosted content and take technical legal steps to keep users off the site if we think they are creating problems, possible legal liabilities, or acting inconsistently with the letter or spirit of our policies." < />

</h2></h2>GUIDE.DETAILED_INFORMATION What does the defect reduction team look for? Any account that has excessive or high defect rate will be eligible for review by the Defect Reduction Team. This includes sellers who are creating defects by: Posting fraudulent or counterfeit listings Manipulating site benefits or features Having fulfillment issues Generating loss to eBay or PayPal Under what policy does the Defect Reduction team take action? Defect reduction agents take action under many different policies, including, but not limited to, the following: Seller Risk Management (SRM) Seller Vetting SPS - Below Standards (BSTD) / Global Standards High Risk Selling Counterfeit Suspensions Account Takeover (ATO) Site Interference Suspicious Financial Instrument (SFI) What is Site Interference? These accounts are being reviewed for abuse or manipulation.. This may be in attempt to do one of the following: Inflate seller standing Increase FB score Shill Bid on own listings to increase sell price Fee avoidance These behaviors are against policy. Members being actioned for this activity have confirmed links or have generated significant loss to the company.
 How do I handle an appeal for Site Interference? If the seller is under an Issue 172 Selling Restriction, the issue will not be removed before the given timeframe outlined in both email and MAC note. All account suspensions for both buyer and seller under this policy are not appealable. These actions are indefinite as these

members are manipulating the site for their own benefit. These accounts should be subject to a permanent restriction. </h2>