

Conspiracy policy

GUIDE.TALKING_POINTS Why did you place restrictions on my account activity? We had concerns with your activity on the site. We sent you an email with details that explains the restrictions and what to do next. 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. Why is my account suspended or blocked? Your account has been restricted/suspended to ensure a safe trading environment for you and the entire eBay Community. What types of restrictions eBay may apply to account?

- Buying restriction
- Selling restriction

This means that the member will not be able to list new items or revise any current listings. The member can buy, communicate with buyers, print shipping labels, and sell any items that were listed prior to the restriction.

- Buy and Sell restriction

How long can a restriction or suspension last? Depending on the type of restrictions their duration varies:

- Indefinite restrictions
- Some indefinite restrictions can be appealed. Timelines for the review of these appeals may vary
- Temporary restrictions
- They will resolve automatically
- Need more information

restrictions

- These restrictions will be resolved once the required information is provided

Are restrictions appealable? Restrictions are appealable in the following circumstances:

- when more information is needed
- if there was an error
- if the specific restriction has a specified appeal workflow

GUIDE.DETAILED_INFORMATION Monetization techniques These are the primary monetization techniques in focus:

- Stolen forms of payment funneling funds to seller account
- eMBG/Chargeback abuse leading to buyer payout and failed recoupment of funds from seller
- Refund/Return/Cancellation abuse leading to buyer payout and failed recoupment of funds from seller
- Shipping label abuse

leading to label delivery to seller and failed recoupment of funds from seller

- Protection abuse preventing charge/recovery

For a transaction to be considered conspiracy, at least one of the techniques mentioned above must be used. Most techniques will start with a stolen form of payment (FOP) from the buyer. Techniques can be layered on top of stolen FOP to compound losses. Out of scope:

- Loyalty programs - (Coupons, vouchers, gift cards) are often caught in the conspiracy workflows; however, they have their own control frameworks.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1388>Shill bidding

- Increasing the price paid by a legitimate high bidder
- Reputation or performance manipulation - Padding feedback and transaction history in order to appear more trustworthy to other members, as well as eBay models and policies.
- Money laundering - If we suspect it to be happening, we

<https://hub.corp.ebay.com/site/legal/page/globalamlcompliance/au/manager>target="_blank">report the account

to the Anti-Money Laundering (AML) team through the eBay hub to conduct their review. This doesn't preclude conspiracy from taking action to protect against losses.

- Restriction enforcement

<https://cskb.qa.ebay.com/cskbapp/artPreview?id=GUIDE1469#DetailedInformation>target="_blank">Trust & Safety Issues Directory

for more details on the below issues.

Internal Information	Disposition	Package	Issue #
Enforcement/LVIS Rules ID	Notes		
Confirmed collusion suspension seller		978	
N/A - handled by account status		DP does not yet exist, using HRS/HRB + manual process for issue 977/978	
Confirmed collusion suspension buyer		977	
		N/A - handled by account	

status	DP does not yet exist, using HRS/HRB + manual process for issue		
977/978		Permanent restriction	seller
1008	1225294	LVIS rule in place, DP does not yet exist	buyer
1009	1225295	LVIS rule in place, DP does not yet exist	3 day restriction seller
1010	1225431	LVIS rule in place, DP does not yet exist	3 day restriction buyer
1011	1225429	LVIS rule in place, DP does not yet exist	7 day restriction - seller
1012	1225432	LVIS rule in place, DP does not yet exist	7 days restriction - buyer
1013	1225428	LVIS rule in place, DP does not yet exist	Potential collusion seller
1014	N/A, tracking only	DP does not yet exist	Potential collusion buyer
1015	N/A, tracking only	DP does not yet exist	Potential collusion seller queued for review
582	1207450	Live	
		Potential collusion	buyer queued for review
	N/A	N/A	None
	N/A	N/A	

Monetization controls Internal Information Our policy tells us that the outcome of the Investigation and Consequence Path defines the level of risk that eBay is prepared to accept before action is deemed necessary to reduce the risk.

- Confirmed - Stop all further monetization (account suspension with i978, listing/transaction block, claim closed by eBay and payout block).
- High risk - Queue account and limit monetization (issue 582 is placed on

the account) until review is complete.

- Medium risk - Monitor and limit excessive monetization.
- Low risk - Monitor monetization flows.

To meet this appetite, monetization is controlled through the following:

Confirmed	Suspend with Issue 978 - which stops all further monetization	High risk	Queued for manual review with Issue 582 which limits monetization until review complete	Medium risk	Limit excessive monetization	Low risk	Monitor monetization	Account	Issue added through manual process and SharePoint	Issue added by IFD, automatically expires after 5 days	Active	Active	Listing	Blocked by suspension	Allowed	Allowed	Allowed	Transaction	Blocked by suspension	Excessive transactions blocked	Allowed	Allowed	Stored value	Blocked by suspension	Blocked through SV rules	Allowed	Allowed	Claim open	Blocked by suspension	Allowed	Allowed	Allowed	Claim adjudication	Claim closed by eBay, no recoup	Allowed	Allowed	Refund	CC blocked Bank blocked	Refund will not go back to CC - CC blocked Refund will not go back to bank - Bank blocked
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&td>Allowed</td>	&td>Allowed</td>	</tr>	<tr>	&td>One-time payment</td>	&td>	CC	allowed	Bank	blocked	</td>	&td>	One-time payment will not go back	CC - CC blocked	One-time payment will not go back - Bank	blocked	</td>	&td>Allowed</td>	&td>Allowed</td>	</tr>	<tr>	&td>Label</td>	&td>Blocked</td>	&td>	Pay-on-scan	blocked	 	&td>	&td>Allowed</td>	&td>Allowed</td>	</tr>	<tr>	&td>Exit funds</td>	&td>Blocked for 170 days</td>	&td>Block for 5 days or until review complete</td>	&td>Block for 5 days </td>	&td>Allowed</td>	</tr>	<tr>	&td>Protections/Courtesies</td>	&td>Blocked by suspension</td>	&td>Delay decision</td>	&td>Allowed</td>	&td>Allowed</td>	</tr>	</tbody>	</table>	 	</h2><h2>	GUIDE.SUMMARY	What
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Conspiracy is when two or more parties or accounts work together to monetize an eBay product or service, and both parties are operating with the same intent (e.g., fraudulent seller, fraudulent buyer). This is different from fraud, where the account with bad intent is monetizing an account without bad intentions (e.g., fraudulent seller, good buyer). The conspiracy team is responsible for the risk framework, policies, detection, and operations to manage risk and losses from collusive monetization techniques.

</h2><h2>	GUIDE.RELATED_LINKS	Related articles
		GUIDE1376 - Seller risk management (SRM) policy and appeals
		GUIDE1097 - New seller registration policy