

## eBay Concierge Program

<h2>GUIDE.SUMMARY What eBay Concierge is the next level in customer service where we provide the very best experience for invited buyers and sellers. The service is free and highly personalized to meet each individual's needs. For buyers, this means: <ul><li>Customization - We'll listen to you, understand your unique needs, and make your buying experience hassle-free.</li> <li>Clarity - Our team of experts can give you the guidance you need to get what you want.</li> <li>Coverage - We are here to help you, no matter what, making sure you have the best experience possible.</li> </ul> For sellers, this means: <ul><li>Customization - We'll listen to you and make sure we understand and address your unique needs.</li> <li>Clarity - Our team of experts will give you the right guidance to save you time and sell more on eBay.</li> <li>Connection - Through our strong partnership, you'll have access to the solutions that power your business.</li> <li>Collaboration - We are here for you. We will work closely with you to build a successful business together. </li> </ul> Why We believe these members deserve the very best from eBay, and we want to provide an experience that goes above and beyond to make them happy. How Invited members simply go to ebay.com/concierge to confirm details and enjoy this new experience. Where and Who eBay Concierge is available to invited members in the US, UK, and DE. Note: Only customers who have been notified that they are included in eBay Concierge are eligible. Members who choose not to participate in eBay Concierge can opt out of the program. In order to reach the Concierge team by phone the member must call from their account registered phone number. When The program began on October 1, 2016.

<h2><h2>GUIDE.TALKING\_POINTS How does a Teammate know if the customer is a Concierge customer? Internal Information There's a banner/flag/notification on all systems, i.e. "Concierge Buyer or "Concierge Seller." How is the eBay concierge program different from our normal service? For the initial pilot, we have focused on including some of our top sellers and buyers for a premium customer service experience. We have since added other segments of sellers

from eBay open and retail revival. Will I have a specific account manager to deal with? No, but the person who answers your call will take full ownership of your issue and ensure it is resolved. Why has eBay decided to do this now? We have been working towards this for some time and really want to reward our most valued buyers and sellers with a differentiated level of service. This is a pilot with a subset of both buyers and sellers.

We plan to:

- For sellers, partner with you to grow your business and resolve any issues quickly
- For buyers, help you have a problem-free buying experience

What is the criteria that you looked at for including buyers/sellers in this program? For the pilot, we focused on including some of our top sellers and buyers, but have limited the population as we test several things. There are many great sellers and buyers we did not include in the pilot. We look at many factors to determine what members to include in our pilot program. My friend has eBay Concierge service. How can I be included? For now, we aren't including any further buyers or sellers in the program, but that may change in the future. If I opt out, can I opt back in again? eBay Concierge is a free premium service. We encourage you to stay in the program. However, if you decide to opt out, you will be able to rejoin the eBay Concierge Program. Only members who were selected for the pilot can opt in.

Internal Information Please contact DL-eBay-ConciergeOptIn

How can I tell if a buyer was removed from the Concierge Program? Internal Information

- If a member was removed from the Concierge Program they will have a MAC note on the account titled "Revoke Program Access & Buying" and will include the following talking point:
- "We frequently review our Concierge members as a whole to ensure we are providing the programs unique benefits to our highest valued customers, and sometimes that means removing accounts that have less engagement to make room for accounts that are highly engaged and active on our site. Customers removed from the Concierge program still have access to support via Help & Contact located at the top of most eBay pages.

If I have more than one selling/buying account, will the Concierge service be available on all my accounts? As long as you meet the eligibility requirements, if you have eBay Concierge service on one of your accounts,

you should have it on all of your accounts. In order to extend the Concierge service to other accounts you own, you must meet the following criteria:

- Selling accounts:
  - Linked to a Concierge Selling account
  - Seller Performance must meet the minimum eligibility requirements:
    - 2% Transaction defect rate
    - 30% Cases closed without seller resolution
- Buying accounts:
  - Linked to a Concierge Buying account

Internal Information For linked accounts please contact DL-eBay-ConciergeOptIn for addition

If I need to contact eBay after 8:00pm, will I still reach a member of the Concierge team? You will always be serviced by one of our expert Concierge teammates, so if you call outside of normal hours, you'll be given the option to speak to one of those Teammates in a different time zone. Those Teammates in a different region will be expert Concierge Teammates who will do everything they can to help you. However, since they are in a different time zone and there are some regional differences, they may need to work with a Teammate in your region so it may take longer for us to resolve your issue.

What are my selling limits set at? As part of the Concierge Program, your selling experience has been allowed full potential for growth. As a result, your limits have been placed at a level that is very unlikely to be hit. Rest assured you will have all the room you need to get your inventory listed. Why can't I see my selling limits? You can't see your selling limits because you don't need to worry about them! Because we value your business so much, we are taking away any need for you to observe your limits. We want you to be able to list as much as you want, without any blockers, so you can continue to accelerate your business's growth.

Are Anchor Stores sellers included in eBay Concierge Program? Anchor Store sellers will continue to receive the great expert level of service already provided. Anchor Store subscribers are not included in the eBay Concierge pilot.

Standard Concierge seller questions

How can a seller see if they are trending Below Standard?

- The Seller level section of the Seller Dashboard allows you to see where you rate as a seller compared to eBay's standards. If you are trending Below Standard, you

will see this reflect under the If we evaluated you today. You can also view where you are below by clicking on your Current Seller level which will expand your current performance and ratings.

- How will I know if the seller has been removed from Concierge?

Internal Information

- There is a banner/flag/notification on all systems, i.e. "Concierge Buyer" or "Concierge Seller". If the member does not have a Concierge banner, they are not in the Concierge Program and/or have been removed. The seller may reference their removal from the Program and have questions on how to improve their seller performance. If the account references this and no longer has a Concierge banner, they have been removed.

If I have more than one selling/buying account, will I lose Concierge service on all my accounts?

- Yes

If I need to contact eBay after being removed from Concierge, how do I do this?

- Click "Help and Contact" from the top of most eBay pages. You may be asked to sign in.
- Select the "Contact eBay" at the bottom of the page.
- Select the reason for contact (Selling, Seller Levels and performance standards).
- You will then be provided a phone number to call us.

If the member says they have Concierge Support, but they do not have the Concierge banner, can I transfer them?

- No, you should not transfer an account to Concierge unless they have a banner, i.e. Concierge Buyer or Concierge Seller.

Why have I been removed from the Concierge Program?

- We have identified that your current seller level is not meeting one or more of our minimum requirements for customer service quality. These behaviors conflict with eBays values and our minimum performance expectations. Because your account has fallen below standard for 3 consecutive months, we have removed you from the Concierge Program.

How can I improve my seller performance rating?

- There are 4 things you can focus on to improve your seller performance:
- Ensure your items are in stock, so orders don't need to be cancelled.
- Ship within your stated handling time, with tracking when possible.
- When listing an item, use multiple photos, and also accurately describe

your item and its condition in detail.

- Work with your buyers to resolve transaction or item issues.
- If a buyer asks us to step in, and the case is decided in the buyer's favor, it'll count against the seller as a defect.

Internal Information

For detailed talking points to coach members about their seller performance, see <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1378>; Improving seller performance.

If I improve my seller performance rating, can I be added back into the Concierge Program?

At this time, we will not be able to add your account back into our Concierge Program. If you continue to improve your performance, you may be brought back into the Program if we add accounts in the future.

Falling Below Standard was not my fault.

eBay expects sellers to consistently provide excellent customer service to our buyers. If you receive a defect due to any of the circumstances stated in our <https://www.ebay.com/help/policies/selling-policies/seller-performance-policy/seller-performance-defect-removal-policy?id=4352>; Seller performance and feedback policy, we'll remove it automatically within 72 hours. If the defect isn't removed automatically, you may be able to appeal, depending on the circumstances. Additional information can be found in our policy regarding

<https://www.ebay.com/help/selling/selling-seller-performance/appeal-defect?id=4871>; defect appeals.

Internal Information

For detailed talking points to coach members about their seller performance, see <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1378>; Improving seller performance.

I wasn't aware my account was not in good standing/Below Standard.

You can monitor your seller performance through the Seller level section of your Seller Dashboard, which allows you to see where you rate as a seller compared to eBay's standards. If you are trending Below Standard, you will see this reflect

under the If we evaluated you today. You can also view where you are below by clicking on your Current Seller level which will expand your current performance and ratings This isn't fair eBay expects sellers to consistently provide service that results in a high level of buyer satisfaction. This includes setting and meeting buyer expectations by providing excellent customer service from beginning to end. Although you will no longer receive support from our Concierge team, you will have support from eBay where we are happy to help address any questions you may have and/or guidance on how you can improve your seller performance.

## Removal from Concierge program

### Why am I no longer receiving Concierge Support?

We continuously review and assess our Concierge member program. We appreciate you being a great part of our eBay community. We have seen a decline in the level of activity on your account(s) which means they do not meet the requirements to be included in our Concierge program at this time. If in the future, your account becomes eligible for Concierge again, we will be in touch to let you know. We appreciate your understanding and wish you all the best in your future eBay transactions!

### Have all of my accounts lost Concierge support?

Yes, all of your accounts are no longer eligible for the Concierge program. Just as we included all of your accounts in our Concierge member program when you were eligible, we have removed all of them from the program now that they are not meeting the requirements to be included. If in the future, your account(s) becomes eligible for Concierge again, we will be in touch to let you know. We appreciate your understanding and wish you all the best in your future eBay transactions!

### Can I be transferred to Concierge?

As you are no longer part of the Concierge program, we aren't able to transfer you. However, I'm happy to help you.

### How can I be added back into Concierge?

We look at many factors to determine what members to include in our Concierge program. We encourage you to continue being a great member of the eBay community. If your account becomes eligible for Concierge in the future, we will be in touch to let you know. We appreciate your understanding and wish you all the best in your future eBay transactions!

### I wasn't aware there were requirements for Concierge.

In order to take advantage of the benefits within the Concierge Program, we continually review our

buyers and sellers activity to ensure the benefits are meeting the needs of our members. This may lead to re-evaluations and/or removals from the program. Why do we remove buyers from Concierge? We frequently review our Concierge members as a whole to ensure we are able to provide the programs unique benefits to our highest valued customers, and sometimes that means removing accounts that have less engagement to make room for those accounts that are highly engaged and active on our site. What happens to Concierge buyers when they are removed from the program? Buyers that are removed from the Concierge program will still have the same access to the site, processes, and policies as the rest of the eBay buyer population. Will buyers that are removed from the program lose their other Concierge benefits (i.e., 5 courtesy credits for return shipping, etc.)? Yes. Once the member is removed from the program, they will lose all previous Concierge benefits. FOR TEAMMATES: If the member says they have Concierge support, but they do not have the Concierge banner, can I transfer them? Internal Information &ul> &li>No, you should not transfer an account to Concierge unless they have a banner, i.e. Concierge Buyer or Concierge Seller.&lt;/li> &/ul>