

Global Screening Guide (Sanctions, PEP and SIP)

GUIDE.TALKING_POINTS About these talking points Internal Information

- The user will contact eBay GCX to find out information about their current account status.

The talking points below should be used to address user contacts.

- The GCX teammate should not mention to the user that this restriction or suspension is related to Sanctions, PEP or SIP screening.

Purpose

- Educate users about restrictions on their account.
- GCX to direct the user to go to My eBay > My Messages and read the email notification in order to provide the requested documentation.

Why is my account restricted? To comply with government and know-your-customer obligations, which helps keep eBay a trusted marketplace, from time to time, we ask users to verify contact information before they're allowed to continue selling or buying on the site. What restrictions are on my account? Internal Information

- GCX to confirm which issue is on the account and provide the user with the relevant information below.

NOTE:

Do NOT share Issue number with customers

If Issue 461, 774 and 905 then the user has the following restrictions:

- All buying and selling activity has been restricted. In addition, all eBay Messages, and payouts have been withheld.

If Issue 506, then the user has the following restrictions:

- Cannot list items for sale outside of registered site (.com only)
- Cannot list items for sale with item location outside of the U.S.
- Cannot list item for sale with international shipping

If Issue 507, then the user has the following restriction:

- Cannot list items for sale with item location in the U.S.

If Issue 507 and 508, then the user has the following restrictions:

- Cannot list items for sale with item location in the U.S.

If Issue 680, then the user has the following restrictions:

- Payout block

If Issue 1159, then the user has the following restrictions:

- Cannot list items for sale

How long will my account be restricted for?

Your account will remain restricted until you provide the requested information.

(US) If open
Issue 1159: Your selling permissions will remain restricted indefinitely. I've been selling for weeks, receiving payouts to my bank. Why are you suddenly restricting my payouts?
What is going on? Some additional verification is required on your account. Periodically, we may ask for additional verification of the information you provided to ensure we are meeting the government and know-your-customer obligations, which helps keep eBay a trusted marketplace. If you go to your eBay messages, you will see an email from us asking you to provide some documentation. All you need to do is click on that link and upload the required details. Once the information is provided and verified, your payouts will continue as normal. Why does eBay need this information? We ask only for the information we need to keep you safe and pay out your earnings. Now that eBay manages payments, funds are sent directly to your bank account instead of PayPal.
These details are required by most online marketplaces and payment providers that manage funds. for users. As a reminder, with eBay managing payments, this information is required to initiate payouts to sellers. Earning and keeping your trust is our priority. eBay protects your personal data through safeguards such as physical access restrictions for our data centers and using encryption when transmitting and storing sensitive information (such as bank account numbers and credit card details), and firewalls to prevent intruders from accessing our internal systems. What will you do with this information? The information you provide will allow us to initiate your payouts and comply with government and know-your-customer obligations, which helps keep eBay a trusted marketplace. We will verify the information you provide to us by obtaining reports from, or comparing your information to, information from third-party sources. These sources may include banks, credit agencies, data brokers, and other service providers. What will happen if I do not provide this information? Accounts will remain restricted or suspended if we cannot verify account

information.

- What is the requested documentation you are looking for? Go to My eBay > My Messages and check the email notification that states the requested documents.
- Important: Name on the document(s) should match the current account registration information on eBay.
- The documents should be current, valid, and unaltered.
- The documents should be clear color images (not black and white).

I do not have this email, or I am unaware of this email. Internal Information GCX to direct the user to go to My eBay > My Messages and read the email notification to provide the requested documentation.

The email was sent on [Date Sent].

(US ONLY) Note: we do not request additional information from the customer under Issue 1159.

- If a member states they can not find the email, use the https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1464&ViewLocale=en_US#verify > Compliance Referral Tool to request for it to be resent.

If the user does NOT have the email:

- I will notify the team that is responsible for the restriction and have them get back to you within 5 business days.
- User refuses to provide information.
- Unfortunately, until you provide the requested documents, your account will remain restricted or suspended. We hope to continue to do business with you soon.

How do I upload the documents?

- Click on the link in the e-mail sent to you.
- Sign in using your eBay user ID and password.
- Select the Document Type from the drop-down list.
- Locate the document(s) to be uploaded.
- Select 'Send' and wait for the confirmation to appear to ensure your documents have been submitted for review.
- Please note it may take up to 5 business days to review your information.

We appreciate your cooperation in resolving this matter as quickly as possible and look forward to receiving your documentation.

I am experiencing issues with uploading my documents OR the document

uploader link is not working correctly. If you're encountering errors on the document upload page, please check all of the following: Are your documents in the file formats that we support? Are your documents within the size limit (20 MB)? Did you select a "document type" for each file? If you forgot to factor in any of these requirements, you'll see an error and get bumped back to the beginning of the process.

 You can send your documents to us in the following file formats: *.gif, *.jpg, *.png. or pdf. For security reasons, we do not accept any other formats or aggregated (compressed) or executable files. The total size of the documents cannot be greater than 20 megabytes (MB). A single file cannot be larger than 2 MB. Internal Information We've heard that many users have had problems with using these Document Uploader links. Almost all of these issues are caused by user error - please check that all of the tool requirements have been met. If you're sure that the user has followed all steps correctly, then file a TIP report to have the issue investigated. Can you check if you have received my documents? Please give me a few minutes while I verify if we have received your documents. Yes or No, we have/have not received your documents. Internal Information GCX to verify by reviewing MAC notes to confirm if documents have been received. Can you review the documents I have already sent in? We are unable to review your documents on this call. Your documentation will be under review by a dedicated team of specialists, and it may take up to 5 business days. Can you provide the phone number or transfer me to the team that reviews the documents? Our team of specialists do not currently offer phone support. However, your documentation will be reviewed within 5 business days. Can I give the information over the phone? Unfortunately, we are unable to accept sensitive information over the phone. Please login to your eBay account and provide the documents through the link provided in My Messages. I have sent the requested documents. Why is my account still

restricted? Your documentation is under review and it may take up to 5 business days to review your information. Can I appeal the restriction again since my documents were not accepted? Yes, if you send in the documentation that was requested in the email. If your appeal was denied, there should be an additional email asking for alternate documentation.
 (US only) If the account has an open Issue 1159 and the seller wants to appeal: Your information has been reviewed and your appeal is denied Internal Information GCX can verify why additional documentation was requested in the MAC notes. Will my account go past due for any fees while I am restricted? No, all payment activity is on hold during the restriction. Why do I have to keep my contact information current? All users need to keep their contact information up to date to allow eBay to initiate your payouts and comply with government and know-your-customer obligations, which helps keep eBay a trusted marketplace. Can I update my account registration information? No, you may not update your account registration information until your account has been reinstated. Why is my account suspended? Why is my payout blocked? eBay and its subsidiaries must act on accounts or activities that violate, or potentially violate, any regulation, internal policy and/or procedure. Accordingly, without adequate documentation, we have determined that your account and all pending transactions are suspended. My appeal documentation was denied, and the account is still suspended. When will I be able to buy/sell again? As of this date, we do not have adequate information that allows us to remove your account suspension. Therefore, your ability to buy/sell will remain suspended indefinitely. How long will my account be suspended for? GCX to confirm which issue is on the account and provide the user the following details: If Issue 499, the account will remain suspended indefinitely. If Issue 453 or Issue 907, the account will remain suspended indefinitely. Unless the user provides documentation of government authorization

as described in email notification sent to the user. (US only) If Issue 1159, the account will remain restricted and unable to sell indefinitely, but can still be used to buy on the site. Can I create another account? You are prohibited from registering new accounts, selling, buying, and communicating with other eBay users until your account has been reinstated. Can you close my account for me? Unfortunately, we are currently unable to close your account at this time
 Can I get a credit? Unfortunately, we are unable to issue a credit to this account until the restriction has been removed.
 Internal Information CS to review standard policy on issuing credits. Can I get a refund? What is the status of my submitted refund request? Unfortunately, we will not be able to issue your refunds due to the outstanding restriction on your account. To help remove this restriction, please submit the requested documentation, and allow up to 5 business days for a review. Once your information has been reviewed and your account has been reinstated, please contact us again to request your refund. Can I file an eMBG case? Unfortunately, you will not be able to file an eBay Money Back Guarantee case until your account has been reinstated. Can I receive a coupon/voucher? (answer applies to Concierge, as well) Unfortunately, you will not be able to receive an eBay coupon/voucher until your account has been reinstated. Can you help me understand and resolve other issues on my account? Internal Information If the customer service agent can educate and/or help resolve other issues on the user's account, then proceed to help the user per standard GCX eBay policy. Are my subscriptions canceled? Yes, when a 461, 774
or 905 is placed on the account all subscriptions are canceled. After the restriction has been removed you will need to reapply for all subscriptions. Why am I unable to sign in? User from sanctioned locations [Crimea (region of Ukraine), Cuba, Iran, North Korea, or Syria] will be unable to sign into eBay. If the

user believes they have received this message in error, follow the steps below.

Sample Message:

 Pardon our interruption...

 In compliance with applicable economic Sanctions and trade restrictions, eBay is unavailable in your

location.

 If you believe you are receiving this notice in error, please contact eBay's Customer Service team.

 Reference ID:

[_____]
 Internal Information We will be displaying an error message on

site when users try to reach eBay from a country that is subject to comprehensive Sanctions. While contacts are unlikely, it is possible some users may call if they feel this is being shown incorrectly or

they are not located in one of the impacted regions.

 Instructions/Steps to

Resolve Ask where they are located. If they are in Crimea (region of Ukraine), Cuba, Iran, North Korea, or Syria, they are not permitted to access the site under applicable

economic Sanctions. End the call. If they are not located in one of those five jurisdictions, continue asking questions to collect information necessary for Engineering to review

the potential issue. Obtain the useful information to look up the

user. Regardless of where the caller is a user, collect the person's address. Ask if the user is registered at this same address or a different address. If

they are registered at a different address, please make a note for Engineering.

Ask where they are currently located. Obtain the exact Reference ID from the block page. Tell them we will investigate the

issue. GCX sends these issues to Sanctions@eBay.com; include the following: Username or Oracle ID Block message or restriction

the user is hitting Address the user is trying to use Whether the user indicated that they were or were not in the sanctioned territory (most will say they aren't, but you

never know) Reference ID for error message if applicable Any information coming back from the appeals team will come via Outlook.

 </h2></h2>GUIDE.DETAILED_INFORMATION Issues Related issues Enter the Issue number in the

<tbody> <tr> <td>Issue</td> <td>Name</td> </tr> <tr>
<td>453</td> <td>Indefinite OFAC / Sanctions suspension</td> </tr>
<tr> <td>461</td> <td>Restriction: Request for Proof of Identity (POI)</td> </tr> <tr> <td>499</td> <td>PII Compliance Suspension</td> </tr> <tr> <td>506</td> <td>International Selling Restriction (.com/US)</td> </tr> <tr> <td>507</td> <td>International Selling Restriction</td> </tr> <tr> <td>508</td> <td>International Buying Restriction</td> </tr> <tr> <td>680</td> <td>PEP Restriction</td> </tr> <tr> <td>774</td> <td>Crimea Registered Accounts</td> </tr> <tr> <td>779</td> <td>Buyer Only</td> </tr> <tr> <td>905</td> <td>Restriction: Request for proof of information</td> </tr> <tr> <td>907</td> <td>SIP Suspension</td> </tr> <tr> <td>1159</td> <td> AML SIP Restriction</td> </tr> </tbody></table>
Prerequisite for Restriction Confirm that the user has one or more of the following issues on their account: Issue 461 request for information Issue 506 for international selling restriction (.COM/US) Issue 507 for international selling restriction Issue 507 and 508 for both international buying and selling restriction Issue 509 for international trade confirmed POI restriction Issue 680 request for information Confirm the user has received the applicable email about their restriction. The user will submit their POI documents via the document uploader link in the e-mail

notification.

- Request for Proof of Identity (POI) If a user is restricted with an Issue 461, 680 or 905, the CS teammate should review the email sent to the user outlining details of the restriction. Request for Proof of Identity (POI) will be requested from the user, and Issue 461 or 680 will be opened on the account. The POI information will help the compliance analyst to diligently research the user's identity.

To help remove the restriction, the user needs to provide a color, current, valid, readable, unaltered, and entire image of the requested document:

- Driver's license or other government issued ID (front and back).

Important:

- Name on the document should match the current account registration information on eBay.
- The documents should be current, valid, and unaltered.
- The documents should be clear color images (not black and white).
- The user will remain restricted until the account has been cleared through proof of identification.

The user will submit documents via the document uploader link in the e-mail notification.

Request for Additional or Other Documentation

If a user is restricted with an Issue 461, the GCX teammate should review the email sent to the user outlining details of the restriction. Request for Additional or Other Documentation - Proof of Address, Employment, or Business will be requested from the user and Issue 461 will be opened on the account. The user-submitted documents will help the compliance analyst to diligently research the user's identity.

This process can be used as follows:

- If a different document is requested besides a POI; or
- If the received document is NOT one of the valid documents; or
- If the document does not provide the full information required to clear the alert.

Request for other or additional documentation:

We may request the user to provide other documentation besides their POI. Below are the types of other documentation we may request:

- Recent utility bill such as gas, water, electric; or
- Recent cable or internet bill; or
- Recent bank or credit card

statement. Request for Proof of Employment (POE):Letter of employment verification; orRecent paystub; orLetter of unemployment; orTax record. Important:Name and address on the document(s) should match the current account registration information on eBay.The documents should be current, valid, and unaltered.The documents should be clear color images (not black and white).The user will remain restricted until the account has been cleared through proof of identification. User Impact for Restriction - Issue 461 Accounts flagged with Issue 461 cannot list, buy, sell, engage in eBay Messages, or receive payout unless/until the account has been cleared through proof of identification. The user's active listings will be ended.

 In addition, we will take the following actions on the account, until reinstated: Exclude from eMBG program.Cannot receive eBay coupons/vouchers (applies to Concierge users as well).Cannot receive funds.Cannot purchase shipping labels.Suspended from recurring/automatic payments (APM) collection of seller fees.Cannot receive their invoice notification emails for seller fees; however, the amount due will still beowed.All subscriptions are canceled. User will need to reapply for subscriptions after restriction has been removed. In addition: TSAMs/Managed Accounts have a 7-business-day waiting period until Issue 461 is opened on the account, and items will be ended at the end of the 7-day waiting period. User Impact for Restriction - Issue 1159 (US only) Accounts flagged with Issue 1159 cannot list or sell. International Trade Restrictions If a user is restricted with an Issue 506,507, 508 and/or 509, the GCX teammate should review the email sent to the user outlining details of the restriction.
These packages are used when we need to restrict user's access to CBT; we may still be pending information from the user to lift the

restriction. When a 509 is also present, the restriction on the user's CBT will not be lifted.
 Proof of Identity (POI) will be requested from the user that requires further due diligence and information to make a decision on the alert as a potential match. Issue 506, 507 and/or 508 will be opened on the account, which prevents the user from selling and/or buying restrictions based on their site of registration and country of residence. Once the user has provided their POI, issue 509 will be open on the account to indicate that the users CBT will remain restricted.

See related issue numbers for exact limitations by issue code.
 To help remove the restriction, the user needs to provide a color, current, valid, readable, unaltered and entire image of the requested document:Driver's license (front and back) or other government-issued ID. Important:Name on the document should match the current account registration information on eBay.The documents should be current, valid, and unaltered.The documents should be clear color images (not black and white).The user will remain restricted until the account has been cleared through proof of identification. The user will submit their documents via the document uploader link in the e-mail notification.
 User Impact - International Trade Restrictions
 The user can receive more than one restriction on their account:
 User Impact with Issue 506 - International Selling Restriction (.com/US)
 Accounts flagged as Issue 506, applies to users registered on .COM site with a United States (US) registered address. The following restrictions apply:Cannot list items for sale outside of registered site (.com only).Cannot list items for sale with item location outside of the US.Cannot list items for sale with international shipping. User Impact with Issue 507 - International Selling Restriction
 Accounts flagged as Issue 507,

the following restrictions apply:

- Cannot list items for sale with item location in the US.

User Impact with Issue 508 - International Buying Restriction

Accounts flagged as Issue 508, the following restrictions apply:

- Cannot buy from seller with registered address in US.
- Cannot buy item with location in the US.

User Impact with Issue 509 - Confirmed Restriction on Certain CBT

Issue 509 will be open on the account to indicate that the users CBT will remain restricted. See https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1464&ViewLocale=en_US#issuenumbers related issue numbers for exact limitations by issue code.

Prerequisite for Indefinite Suspensions

- Confirm the user has Issue 453, 907 or Issue 499 on their account.
- Confirm the user has received the applicable email about the suspension.

Indefinite Suspension

If a user is suspended with an Issue 453 or Issue 907, the GCX teammate should review the email sent to the user outlining details of the suspension and appeal documents, if applicable. In most cases, the user is indefinitely suspended without an option to appeal.

User Impact with Issue 453 or Issue 907 - Indefinite Suspension

Accounts flagged with Issue 453 or Issue 907 are fully suspended. All current sales and purchases are immediately terminated, and a user cannot buy, sell, list, engage in eBay messages, or receive payout. The user is excluded from receiving any coupons/vouchers (applies to concierge customers as well).

User Impact with Issue 1159 (US only) - Indefinite Selling Restriction - (SIP Restriction)

Accounts flagged with Issue 1159 are fully restricted from selling. A user cannot sell or list new items for sale. If the seller has passed KYC, any available payouts will still be sent. This does not prevent Payouts from being completed. Users are indefinitely restricted from selling without the option to appeal, unless confirmation of erroneous action on our end. If you suspect this issue was placed in error please reach out to AML Legal DL-eBay-SIP_Communication.

PII Compliance Suspension

If a user is suspended with an Issue 499, the GCX teammate should review the email sent to the user outlining

the details of the suspension. The user is indefinitely suspended without an option to appeal.

User Impact with Issue 499 - PII Compliance Suspension Accounts flagged with Issue 499 are fully suspended. All current sales and purchases are immediately terminated, and a user cannot list, buy new items, or engage in eBay messages. The user is excluded from receiving any coupons/vouchers (applies to concierge customers as well).

User Impact with Issue 680 - Restriction Accounts flagged with Issue 680 cannot receive payout unless/until the account has been cleared through proof of identification.

Seller's payouts block

``Sellers payouts blocked with reason code SANC_COMPLIANCE_IN_REVIEW

New sellers

eBay needs some time to review them for a sanctions check.

While they are under-review their payouts would be blocked with reason SANC_COMPLIANCE_IN_REVIEW.

The seller needs to wait for the review to be completed, which usually takes 1 business day (this can seem a little longer due to holidays/weekends and the exact timing of their onboarding and our global model).

If 6 or more business days have passed since the SANC_COMPLIANCE_IN_REVIEW block has been placed, and a member stated they have not received any communication regarding information needed, escalate for review using the Sanctions escalation reason in the

``Compliance Referral Tool

NOTE: We cannot tell sellers about sanctions controls or whether we have concerns about sanctions on their account.

Existing sellers

We periodically review existing sellers, and if they are flagged, we block their payouts (until the flag is cleared) with reason SANC_COMPLIANCE_IN_REVIEW.

The seller needs to wait for the review to be completed, which usually takes 5 business days.

If more than 6 business days have passed since the SANC_COMPLIANCE_IN_REVIEW block has been placed, and the member stated they have not received any communication regarding information needed, escalate

for review using the Sanctions escalation reason in the https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1464&ViewLocale=en_US#verify; Compliance Referral Tool

NOTE: We cannot tell sellers about sanctions controls or whether we have concerns about sanctions on their account.

These risk-based activities are highly confidential and proprietary to eBay, and not for disclosure to anyone outside of eBay.

Exact and potential matches

Exact and potential matches Restrictions and/or suspensions are imposed on the account if they are:

Exact match

If the buyer or seller is a true match to US-OFAC or Other Sanctions Compliance Lists, then the Sanctions Compliance Counsel is notified, and the account is indefinitely suspended pending approval.

Account suspension

Accounts will be indefinitely suspended by opening Issue 453 on the account without appeal.

All current sales and purchases will be immediately terminated, and a user cannot list, buy new items, engage in eBay Messages, or receive payouts unless an OFAC or other regulatory license or permission is obtained.

Some accounts regardless will not be permitted due to risk.

Potential match

- If the user cannot be cleared, but there is not an exact match to a sanctioned person, their account is restricted until they provide eBay with documentation that will help properly identify them and confirm whether they are a true match.

An email is sent to the user at the time of restriction (except for indefinitely suspended accounts and TSAM / Managed accounts) requesting to provide documentation to eBay for an appeal.

Account suspension

- Accounts will be indefinitely suspended due to discrepancy with the account information provided at the time of registration.

Issue 499 will be opened on the account for a suspension without appeal.

All current sales and purchases will be immediately terminated, and a user cannot list, buy new items, or engage in eBay Messages.

Account restriction

- Proof of Identity (POI) will be requested from the user that requires further due diligence and information to make a decision on the alert as

a potential match. Issue 461 will be opened on the account, which prevents the user from listing, buying items, participating in eBay Messages, or receiving a payout until the account has been cleared through additional proof of identification or other approved mechanism. Generally, Managed Accounts have a 7-business day waiting period until the account restriction is enacted.

- International trade restriction Accounts will be restricted for international trade restrictions based on a potential match to the watchlist entity for U.S. export lists. Proof of Identity (POI) will be requested from the user that requires further due diligence and information in order to make a decision on the alert as a potential match. Issue 506, 507, and/or 508 will be opened on the account, which restricts the user from selling and/or buying based on their site of registration and country of residence. Once the user has provided their POI and is confirmed to be a true match to the watchlist entity, Issue 509 will be opened on the account to indicate the user is a confirmed match; however, the existing restrictions will remain on the account.

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

a	seller's	entity	type	See	
---	----------	--------	------	-----	--

<https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1664#bz> Managed

payments verification - Know Your Customer (KYC) to change a seller entity type to

Business or Individual. RRR Refund Requests This section applies for Issues 461, 905, 453

and 907. The Billing Hub RRR Refund Request will not accept refunds for users who have an active

Sanctions restriction (issue 461), SIP restriction (Issue 906), or Sanction suspension (issue

453) or SIP suspension (Issue 907) on their account. The user needs to resolve the

outstanding restriction or suspension (if applicable) before requesting for their refund. The

user needs to request the refund after the account has been reinstated. New refund request block

If a user's account has an active Sanctions restriction or suspension, the following message will be

displayed at the time of submitting the Refund Request Form:

 src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1464/RRRblock.pn

g"/> Denied refund requests If a user's account gets restricted or suspended for Sanctions

screening (if applicable) while waiting for the submitted refund request to be processed, then the GCX teammate will receive an automated email for the denied refund request. Notify the user of their denied refund request by sending the appropriate email to the user.

Error 5646 When a user says theyve hit error number 5646, please ask them the following questions.

The information you have entered is not valid. Please contact Customer Service for assistance and reference error 5646.

Can you please provide the information you entered before this message appeared?

- Name
- Address
- Email address
- Username
- Phone number

Was this information correct or did you enter it in error? If it was in error, what information should have been different? To correct the error, could you go back to that page and try again, or is the system blocking you from retrying?

Internal next steps:

Send this information to sanctions@ebay.com. Escalating to Internal Compliance Teams

The Seller Verification view in Agent Desktop has a tab to refer requests to our internal compliance team.

In this section, you can refer all cases to compliance using the drop downs.

When you send referrals to Compliance Ops, choose the Team, Reason, Document Type, and Action requested.

You can determine the Team by reviewing the Account Issues tab in Agent Desktop. Select the appropriate team to refer the case to, based on the MAC

notes or situation. Then select the reason that the case needs to be reviewed. This is typically determined by the open verification check type, but some team reasons will be referenced in the Account Issues descriptions. Next, select the document type the member has submitted, and needs assistance with.

Team	Reasons list to display	Document Type
	KYC	<ul style="list-style-type: none">IdentityCompanyBankDebit CardCompliance CheckCharityLOAOther
		<ul style="list-style-type: none">Bank StatementCompany Doc / POB check (Proof of Business)Debit Card Payout CheckLetter of Authorization (LOA)Proactive reviewPhoto ID check / POI request (Proof of Identity) / POI check (Proof of Identity)Charity Doc CheckPOA check (Proof of Address)IP activity checkPOE Check (Proof of Employment)Selfie
	AML Investigations	<ul style="list-style-type: none">Seller activityBuyer activityPricing-related concernsNo apparent or reasonable business purposeOther unusual behavior
		<ul style="list-style-type: none">Proactive reviewEDDIdentityCompanyBankAddressIP Activity
		<ul style="list-style-type: none">Bank StatementCompany Doc / POB check (Proof of Business)Debit Card Payout CheckLetter of Authorization (LOA)Photo ID check / POI request (Proof of Identity) / POI check (Proof of Identity)Charity Doc CheckPOA check (Proof of Address)IP activity checkPOE Check (Proof of Employment)Selfie

					Sanctions		
	OFAC	Sanctioned	Jurisdiction		Politically Exposed Persons (PEP)		
		Special Interest Person (SIP)			Other Sanctions		
					Bank Statement		
		Company Doc / POB check (Proof of Business)			Debit Card Payout Check		
		Letter of Authorization (LOA)			Proactive review		
		Photo ID check / POI request (Proof of Identity) / POI check (Proof of Identity)					
		Charity Doc Check			POA check (Proof of Address)		
		IP activity check			POE Check (Proof of Employment)		
					Selfie		
					Risk		
					Stolen ID		
					High Risk Bank		
					Vault buyers		
					Bank Statement		
					Company Doc / POB check (Proof of Business)		
					Debit Card Payout Check		
					Letter of Authorization (LOA)		
					Photo ID check / POI request (Proof of Identity) / POI check (Proof of Identity)		
					Charity Doc Check		
					POA check (Proof of Address)		
					IP activity check		
					POE Check (Proof of Employment)		
					Selfie		

Finally, choose the action requested for Compliance Ops. Please note: The AML Investigations team only allows for Proactive reviews. All decisions by AML Investigations teams are final and do not allow for appeals. Resend Communication: Member did not receive or no longer has email update from eBay to reference. Request for Compliance ops to resend communication to the member. Document Review: Request to review or re review a document submitted by the member. Appeal Request: Request to appeal to previous decision. Do not submit appeal requests unless the member has provided additional information or uploaded a new document that you believe will support the request. (Please keep in mind the original decision may not change and if not, communication will not be re-sent to the member.) Proactive Review:

Used when you want a compliance team to review account behavior or transactions. Our compliance teams will have 2 business days to work the referral.

GUIDE.SUMMARY Program Overview

The Global Sanctions Screening team screens users by cross referencing their identity information against Sanctions, PEP and SIP lists to generate potential matches. Matches that are generated from the Sanctions, PEP and SIP screening system are investigated by a compliance analyst. To identify and clear false positives, the compliance analyst uses research tools that evaluate attributes such as non-matching countries, addresses, date of birth, or full names. Restrictions and/or suspensions are imposed on the account if they are an

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1464&ViewLocale=en_US#ExactMatch_DI exact match or a

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1464&ViewLocale=en_US#PotentialMatch_DI potential match.

All new or existing eBay users will be screened against appropriate Sanctions, PEP and SIP lists. See

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1464&ViewLocale=en_US#SellersPayoutBlock_DI seller payouts is blocked with reason code SANC_COMPLIANCE_IN_REVIEW for more information.

Internal Information It is the responsibility of eBay Inc. and its subsidiaries to comply with all laws, regulations, and orders regarding the transaction of business. One aspect of this responsibility is to ensure that we do not conduct business with prohibited individuals or in prohibited countries.

GUIDE.RELATED_LINKS Related guides

<https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1653> Managed payments - Seller

<https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1664> Payments

verification - Know Your Customer (KYC) - Talking Points and Workflows

<https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1763>>Payments
verification - Know Your Customer (KYC) / Know Your Business (KYB) Policy
 Related Help pages Embargoed goods and prohibited countries
policy:

<http://pages.ebay.com/help/policies/embargo.html>><a href="http://pages.ebay.com/help/policies/em
bargo.html"> Related solutions
<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=SOL10766>>Sanctions
screening - Appeal Granted
<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=SOL10770>>Sanctions
screening - Appeal Denied
<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=EMAIL1760>>Sanctions
screening - POI Confirmed International Trade Restriction
<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=SOL10771>>Sanctions
screening - Sanction Suspension
<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=SOL10922>>Sanctions
screening - Account reinstatement (further research)
<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=SOL10625>>Sanctions
screening - Appeal granted
<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=SOL10626>>Sanctions
screening - Appeal denied </h2>