



GLOBAL ASSET PROTECTION

## Resources for Law Enforcement Investigations and Service Levels

eBay, Inc. developed a platform to enable law enforcement officers seeking records for investigations related to the eBay platform quickly and securely:

eBay Law Enforcement Tool is an online web-form designed for law enforcement and government agencies to submit their eBay data requests, inclusive of uploading their supporting documents such as a letterhead, court order or subpoena. This site ([le.corp.ebay.com](http://le.corp.ebay.com)) may only be used by law enforcement personnel who will go through an authentication processes. The LERS site has replaced the previous process of mailing, faxing or emailing requests to us. Requests submitted via LERS are still handled manually by our team and are processed in approximately **10 business days**.

## Requirements for eBay Data Requests

Requests submitted through LERS must comply with the following legal requirements:

**Must be addressed** to eBay, Inc.

**Must be a typed** official document bearing the logo of the requestor.

**Must be signed** by an agent or court officer with the authority to issue compulsory orders.

**Also, all requests should include:**

- Requester's name, department, street address, telephone, email address and fax.
- As much information about the subject as possible (We are able to locate accounts with User IDs, Email Address, or Item Numbers).
- Exactly what information is required and how it pertains to **eBay** and your investigation.

**Important Note:** Priority will be given only in particular circumstances and investigation types (i.e. life threatening issues etc.) and only where the sense of urgency is appropriately specified. eBay, Inc. reserves the right to determine the urgency level based on an assessment of known facts.

**Information available on [www.eBay.com](http://www.eBay.com), which won't be provided by our team:**

### Feedback Profile

**Item image and description:** The listing for an item as seen on the site (available until archived 90 days after the listing end date)

**User Agreement:** Terms and conditions applicable to the use of our services.

**About Me Page:** Users can create an "About Me" page to tell others about themselves.

**General Email for LE/Government Personnel:** [lawenforcement@ebay.com](mailto:lawenforcement@ebay.com)