

Resources for Law Enforcement Investigations and Service Levels

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

LERS (Law Enforcement eRequest System) 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 (<https://lers.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 **20 business days**.

LEP (Law Enforcement Portal) is a tool that allows registered Law Enforcement officers to obtain eBay user information without the need of submitting a data request. An eBay User ID, email address or item number is required to obtain user data. The officer can download the information directly from the portal. It's fast, easy and safe to use. Requests will be retrievable in **3-5 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, 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