



eBay Inc.'s global portfolio of businesses enables millions of people around the world to buy, sell and pay online. Our Global Asset Protection team promotes the safe use of our platforms and collaborates with local, federal and international law enforcement to assist the apprehending and prosecuting of criminals

Resources for Law Enforcement Investigations and Service Levels

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

- **LEERS** (Law Enforcement eRequest System) is a new online webform designed for law enforcement and government agencies to submit their eBay data requests, inclusive of uploading their supporting documents request forms. This site <https://lers.corp.ebay.com/AIP/portal/home.do?locale=en-AU> may only be used by law enforcement personnel who will go through an authentication processes.
- This new webform (eRequest) has replaced the previous process of faxing or emailing data to the Global Asset Protection team. Requests submitted via LERS are still handled manually by the team and are processed in approximately **20 days**.

Service Level for requests submitted outside LERS:

If submitting via LEP or LERS is not possible, requests submitted via **email** will be processed in approximately **45 working days**.

Requirements for submitting PayPal data requests

Requests submitted through LERS and via manual process must comply with the following legal requirements:

- Requests must be made on the official PayPal request form
- Must be signed by the law enforcement officer in charge of the investigation

Also, all requests should include:

- Officer's name, department, law enforcement identification number (if available), street address, telephone, fax and email address.
- All known email addresses, names and aliases of the subject
- **Exactly what information is required, how it pertains to PayPal and your investigation**
- Why the information is reasonably necessary for enforcement

- The relevant act the information is being requested under

Priority will be given only in particular circumstances and investigation types (ie. life threatening issues etc.) and only where the sense of urgency is appropriately specified.

Quick takeaways

Correct Entity name: PayPal Australia Pty. Ltd

General Email: apolicerequest@ebay.com

LEERS link: <https://lers.corp.ebay.com/AIP/portal/home.do?locale=en-AU>