



As the world's leading e-commerce company, eBay Inc.'s global portfolio of businesses enables hundreds of millions of people to buy, sell and pay online. eBay Inc established a global **Asset Protection Team** to promote the safe use of its platforms and to collaborate with local, federal and international law enforcement in apprehending and prosecuting criminals.

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:

- **LEP** (Law Enforcement Portal) is a tool that allows registered Law Enforcement officers to obtain eBay user information via PC and without the need of faxing a data request. An eBay user ID, email address or item number is required to obtain users' 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 working days**. eBay is in the process of rolling out a single point of contact (SPOC) programme in Australia.

Please note all current LEP registered users and SPOCs should continue to utilize the portal for all eBay data requests.

- **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 may only be used by law enforcement personnel who will go through an authentication processes.

Link to LER's: (<https://lers.corp.ebay.com/AIP/portal/home.do?locale=en-AU>)

This new webform (eRequest) has replaced the previous process of faxing or emailing data to the eBay Asset Protection team. Requests submitted via LERS are still handled manually by the team and are processed in approximately **20 working days**.

Service Level for requests submitted outside LEP and LERS:

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

Requirements for eBay data requests

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

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

Also, all requests should include:

- Officer's name, department, 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 eBay and your investigation**

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.

Information below available on www.ebay.com.au, if you require this information please copy directly from the site.

Feedback Profile

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

Items for sale by the seller: Includes Buy It Now items, current listings, and listings which ended in the last 30 days.

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

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

Quick takeaways

Correct Entity name: eBay International AG

General Email: aupolicerequest@ebay.com

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