

Conversation with Ebay Representative and Lex-Toy-Parts

11:21:12 AM System

Initial Question/Comment: ATO

11:21:18 AM System

Thank you for contacting eBay Account Security Live Help! Your feedback is important to us. Please take time at the end of this chat to fill out a brief survey letting us know how we did today.

11:21:18 AM System

Rebekah has joined this session!

11:21:18 AM System

Connected with Rebekah

11:21:38 AM Rebekah

Hello and thank you for contacting Account Security Live Help, my name is Rebekah. How may I help you?

11:21:47 AM lex-toy-parts

i would like to report a scam

11:22:58 AM Rebekah

Okay, please tell me what it is.

11:23:46 AM lex-toy-parts

this seller mcdonoughpatrick listed...this item 170142870967

11:23:56 AM lex-toy-parts

was a scam

11:24:18 AM lex-toy-parts

i can forward emails to you and I would like to see some action on this

11:26:23 AM Rebekah

I am going to check on that user ID.

11:30:43 AM Rebekah

I have checked on that account and it shows here that the account was suspended.

11:31:21 AM lex-toy-parts

would yes i am aware of that..

11:31:33 AM lex-toy-parts

would you like to get some emails and follow up with it..

11:31:45 AM lex-toy-parts

suspension is just a slap on the hand

11:31:53 AM Rebekah

No, it's okay.

11:32:28 AM lex-toy-parts

than you guys are not going to do anything?

11:33:18 AM lex-toy-parts

this guys try to sell me an item costing \$3,500 and almost scam me and you guys not going to do anything at all?

11:34:03 AM Rebekah

Since that account was already suspended, we can no longer do anything on the account.

11:34:11 AM lex-toy-parts

wow...

11:34:29 AM lex-toy-parts

so anyone can scam on ebay and the only thing they get is suspension?

11:34:55 AM lex-toy-parts

it is a faudulant act

11:36:18 AM Rebekah

Thank you for taking the time to report this issue. I will be reviewing it shortly. For future reports you wish to make, please use our webform:

http://pages.ebay.com/help/contact_us/_base/result_5_2_6.html

It will reduce any possible wait time in our chat sessions and also ensure that the information is sent to the correct team so they can review it in a more timely manner.

11:36:56 AM lex-toy-parts

seen this default link already

11:40:18 AM Rebekah

I assure you that we are going to do necessary actions to stop fraudulent activities like this.

11:40:35 AM lex-toy-parts

wow..

11:40:49 AM lex-toy-parts

very risky to buy and sell on ebay..

11:41:23 AM Rebekah

I understand your frustration over this and I would like to reassure you that eBay is committed to providing the best experience for our members and our community.

11:42:24 AM lex-toy-parts

best experience being rip off by other seller and all u can do is suspension?

11:44:53 AM Rebekah

When the account is already suspended they can no longer use the account. I believe that it was the third party who used the account of that member that's why we immediately suspended the account.

11:45:18 AM Rebekah

Please note that we do have a team who works hand in hand with law enforcement to track these individuals down however I am not privy to the information that they have access to.

11:45:53 AM lex-toy-parts

So in another word anyone can do scams on ebay and all they going to get is suspension?

11:45:57 AM lex-toy-parts

that is what i am getting

11:48:59 AM Rebekah

Here in eBay, we do not tolerate such activities. As soon as we found out any fraudulent activities, we immediately put a sanction on member's account in order to stop it and prevent this from happening again.

11:49:32 AM lex-toy-parts

yes then they can open another account and do the same thing

11:49:59 AM lex-toy-parts

as a member of ebay i really feel unsafe to buy or sell things on it

Rebekah

If they will register under the same name, they will be noted, and since that account was related to their previous one, that account will also be placed on hold.

11:57:11 AM lex-toy-parts

thank you for your help...

11:57:36 AM lex-toy-parts

i just learned how unsafe ebay really is