

# PayPal

## Global Asset Protection

As you may have learnt through eBay Inc. from the announcement of 30 September 2014, plans were made to separate eBay Inc. into two independent publicly traded companies: eBay Marketplace and PayPal.

As a result of this separation, there are now two separate and fully independent Global Asset Protection teams supporting the new eBay and PayPal businesses, each of which has a system allowing Law Enforcement to submit lawful requests for user data and transactional history consistent with the robust and seamless processes already utilised by our global law enforcement partners.

Both companies will continue to maintain highly transparent, productive and collaborative relations with the law enforcement community and the content of the information provided will remain of the same high standard. As with any new company, slight changes in services provided will occur, and we commit to keeping you fully abreast of those in advance.

**PayPal Holding, Inc.'s** global portfolio of businesses enables hundreds of millions of people to pay online. PayPal Holdings, Inc. established the 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. Our diligence in this area is demonstrated by the arrests that are made and the trust that is built both within the community and our law enforcement and industry partners.

### Resources for Law Enforcement Investigations and Service Levels

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

**Safety Hub – PayPal Law Enforcement Tool** is an online web-form designed for law enforcement and government agencies to submit their PayPal data requests, inclusive of uploading their supporting documents such as a letterhead, court order or subpoena. This site (<https://safetyhub.paypal.com>) may only be used by law enforcement personnel who will go through an authentication process. The Safety Hub site replaces and eliminates the previous process of mailing, faxing or emailing requests to us. All requests must be submitted via the Safety Hub – PayPal Law Enforcement Tool and are still handled manually by our team and processed in approximately **10 working days**.

## Requirements for PayPal Data Requests

Requests submitted through Safety Hub must comply with the following legal requirements:

**Must be addressed to PayPal Europe S.à.r.l et Cie S.C.A.**

**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, postal address, telephone, email address and fax.
- As much information about the subject as possible (We are able to locate accounts with Email Address, PayPal account numbers, PayPal Transaction number or financial information).
- Exactly what information is required and how it pertains to **PayPal** 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. PayPal Holdings, Inc. reserves the right to determine the urgency level based on an assessment of known facts.

### Testimony Policy:

PayPal Holdings, Inc., Global Asset Protection [GAP] Investigations does not provide in-person court testimony support in response to law enforcement user data and transactional history requests. PayPal Holdings, Inc. [GAP] records are self-authenticating pursuant to law and should not require the testimony of a records custodian. If a special form of certification is required {witness statement etc.}, please attach it to your records request and submit it through the Safety Hub Law Enforcement tool.

### Quick Takeaways

**Correct Entity Name:** PayPal Europe S.à.r.l et Cie S.C.A

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

**Safety Hub – PayPal Law Enforcement Tool link:**

[https://safetyhub.paypalcorp.com/AIP/portal/home.do?localechanged=yes&locale=en\\_GB](https://safetyhub.paypalcorp.com/AIP/portal/home.do?localechanged=yes&locale=en_GB)

**Press Release** - [http://www.ebayinc.com/in\\_the\\_news/story/eBay-paypal-become-independent-companies-2015](http://www.ebayinc.com/in_the_news/story/eBay-paypal-become-independent-companies-2015)

