



eBay is taking a series of measures to protect consumers across the EU in the face of COVID-19 related fraudulent and misleading practices.

Adapting policies / Maintaining legitimate trade in essential products

- eBay prohibits price gouging of COVID-19-related items under its Disaster and Tragedy Policy and has also introduced a new Price Gouging Policy to address the COVID-19 situation; customers can now report price gouging in the “report this item” tool.
- A new global policy is now allowing only a small number of white-listed sellers to offer masks and hand sanitizers. Global restrictions have also been put in place on the sale of baby formula and milk, toilet paper, tampons, baby wipes and nappies with only business sellers allowed to sell such products.
- The following information is posted on the site on the page dedicated to our business sellers:
 - **Health claims and misuse of keywords:** titles and item descriptions containing health claims and misusing terms such as "Coronavirus", "Covid-19", "Virus", "epidemic" are prohibited.
 - **Prices inflated over prevailing market value:** listings that attempt to profit from tragedies and disasters (such as the Coronavirus outbreak) are prohibited.
 - **Laws and Regulations:** as this is a fast-changing situation, we advise sellers to always check local laws, regulations and guidelines when listing. We will continue to monitor the situation globally and provide further updates as necessary.

Enforcement of our policies / Adapting our tools to ever-changing trends

- A rules-based filtering system with algorithms identifies and blocks prohibited items;
- A team of customer service agents dedicated to round-the-clock manual reviews to remove any listings not caught by our tools.
- As of today, our intervention has led to the following results:
 - We have removed more than 600.000 listings;
 - Our price gouging block filters blocked 4.5 million listings;
 - Over 2700 sellers have been suspended, temporarily or definitively.

As the situation continues to evolve almost daily, our policies are also under constant review and we are doing what we can to ensure that eBay remains a fair and trusted place to buy and sell goods.

Please see this [link](#) that also explains eBay's measures.