

**COMPLAINT ACTIVITY REPORT** Case # ----- **Better Business Bureau of Silicon Valley**

**Consumer Info:** SILICONSILENCE

**Business Info:** PayPal, Inc.  
P.O. Box 45950  
Omaha, NE 68145  
408 376-7400

**Location Involved:** 2211 N First St  
San Jose, CA 95131-2021

**Consumer's Original Complaint :**

Please note that I have had problems with PayPal in the past. Last month, I settled a case with them that resulted in a subpoena to get information from my buyer using PayPal's services. Once the information was provided, I would have almost everything I needed to commence in a lawsuit with my buyer to get my loss of money.

After receiving this information, I contacted PayPal via telephone and several times via e-mail to get information regarding my transactions. I need information from my locked account regarding the transaction with the buyer (RH.) The information I tried to request was transaction information from my account that showed the payment of \$615 to my account, the transfer to my bank account leaving my PayPal account to 0, the Chargeback the buyer fraudulently filed resulting in my PayPal account having a balance of -\$615, and the \$10 service fee PayPal charged me.

This information will help me with my case with the buyer so my money can be returned to me, thus resulting in PayPal receiving the owed funds.

When I sent several e-mails to PayPal, they responded with information that had nothing to do with what I asked, including telling me to log into my account, which is locked, and contacting NCO Financial Services to pay my bill, which had nothing to do with what I was asking.

Also please note I have been in contact with NCO and I have told them of the current situation.

**Consumer's Desired Resolution:**

The aforementioned transaction information.

**BBB Processing**

07/16/2006	web	BBB	Complaint Received by BBB
07/16/2006	VA	BBB	Received eBay/PayPal Cmpl Without Buyer/Seller ID
07/16/2006	Otto	EMAIL	Request PayPal/eBay Buyer/Seller ID from consumer
07/17/2006	WEB	BBB	CONSUMER PROVIDED EBAY/PAYPAL BUYER/SELLER ID : My seller ID is <b>EDIT</b>
07/17/2006	VA	EMAIL	Informed eBay/PayPal of Complaint
07/19/2006	WEB	BBB	RECEIVE BUSINESS RESPONSE : Dear <b>SILICONSILENCE</b> ,

RE: Case # -----

I sincerely apologize for the difficulties you have encountered while using PayPal. The company values your business and I want to do everything possible to resolve your complaint. Thank you for the opportunity to review your PayPal account and your recent inquiry to the Better Business Bureau. Please allow me to offer further explanation concerning your issue.

I have reviewed your inquiry and am pleased to inform you that I have sent you a copy of your full transaction history with PayPal. It has been sent via FedEx and should be arriving by July 24, 2006. It will require a signature, so please make sure that you or someone in your household will be available to sign for it. As you will notice, it is copied onto a CD and is password protected. The password for your transaction history is: **EDIT**. If you should have any issues viewing the information, I have included my contact information at the end of this letter.

We hope that you will continue to use PayPal for your online payment needs and allow us to demonstrate why we are the leading payment service in the industry.

Again **SILICONSILENCE**, I sincerely apologize for any inconvenience this situation has caused. Please feel free to contact me directly at crme@paypal.com if you have any further questions or concerns.

Sincerely,

Jennifer

Executive Escalations

PayPal, an eBay Company

07/19/2006	VA	EMAIL	Forward Business response to Consumer
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07/20/2006	WEB	BBB	CONSUMER SATISFIED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)
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I received the package today and this is the information I requested.

Thank you so much for all your help.

Sincerely,

**SILICONSILENCE**