# ANDREW HANSEN'S PAYPAL CASE STUDY

HOW TO WORK WITH PAYPAL TO <u>ENSURE THEY</u> <u>DON'T LIMIT YOUR ACCOUNT</u> EVEN IF YOU'RE LAUNCHING A HOT SELLING PRODUCT IN THE INTERNET MARKETING NICHE.

Information Generously Shared By Andrew Hansen

Creator Of The Newly Launched and Amazing Unstoppable Affiliate Course

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# INTRODUCTION

Shortly after launching <u>Paypal Buddy</u> as a WSO I received an email from top internet marketer Andrew Hansen. Inside he shared some information that was completely new to me about the way paypal limits and freezes accounts.

I hadn't even seen this information on any forum or any web page before.

As Andrew had an impending launch for his <u>Unstoppable Affiliate</u> <u>Course</u> and was understandably concerned that paypal would limit his account, I invited him to share with me all of his communications with paypal via email.

Andrew agreed and I subsequently sent out each update in the form of follow-up emails to all customers who purchased my <u>Paypal</u> <u>Buddy WSO</u>. What then came out of this was a real-life case study, so I decided to package all of the information up into a report and give it away for free.

As you have full giveaway rights, I also encourage you the reader to give this report away to as many people as you think will benefit from the information inside.

For legal reasons I can't guarantee that you will have the same outcome if you follow the information in this guide, as every situation is different.

Andrew Hansen has had his paypal account frozen on two separate occasions, and contacted paypal directly to work with them to unfreeze his accounts.

Not only that but Andrew also spoke to several people at paypal to discover HOW the decision making process inside paypal actually works.

And luckily for us he's allowed me share this information with you. This is going to be an eye-opener for many people.

What Andrew learned is that in paypal's back end (out of the view of both you, and anyone you could speak to at Paypal on the phone), **they have figures on your account** that tell them things about the average status of your account for certain **"metrics"**, like daily processing, refund rate, and so on.

When something happens in your account that pushes one of those metrics outside these bands that paypal has pre determined, that's when limitations happen. i.e. Account freezes.

So obviously if your normal processing balance is 10k a month, then you do a launch and turn 100k in a week, **you'll probably cross the boundary of their bands for your account** and you'll get limited.

The thing is that where those bands are, are different for every account.

Most of that is common knowledge BUT.. here's what's not...

The system that actually applies limitations to your account is totally AUTOMATED.

I'll be sharing with you exactly how this works in Part 2.

In Part 1, I went into how **paypal has a system in place which shows them the average status of your account**, for certain metrics, such as daily processing and refund rate. When this usual activity is "exceeded" it raises a flag with paypal and increases the likelihood of them limiting or freezing your account.

This system is AUTOMATED and today I'm going to explain to you EXACTLY how it works.

When you receive a LIMITATION on your account **it's because a script was triggered** and initiated the limitation response. No human being at Paypal is responsible for that, and so if you're trying to look to be able to speak to the person who was responsible for freezing your account, **you'll probably never find them!** 

This ALSO means that...

You can call up Paypal before a launch or a change in activity (Andrew did both times before he had freezings) and **they can say whatever they like to you** about how "we'll put a note on the account so that people know that you told us you were going to have a spike on this day, and it will be fine"... but it doesn't matter.

The person telling you that has no control over your account being frozen and likely neither does anyone you can speak to before a launch.

Furthermore :

When automated freezings/limitations happen, then a department of people get involved to REVIEW the freezing and communicate (if you ask and dig through to them) with the account holder about it.

They're called the "Merchant Review" department and **they're the ones at paypal who are actually in the "risk management" business** and are trying to look out for the safety of Paypal.

THEY at least have a set of criteria they need to meet, and they actually have some power to make changes regarding your freezing. In fact if you're limited, they are the only ones who can lift the limitations, likely after you've jumped through any given number of hoops they set out.

In Part 3 I'm going to go into what you should do when you have an impending product launch, or anticipate a "change" in your paypal account that may affect it's status.

Previously I went into how paypal's automated "metrics" system works, and the role of the "Merchant Review" department.

Today's update is slightly smaller in length, but contains critically important information.

Andrew has just launched a new product called <u>Unstoppable Affiliate</u> using Paypal as the payment processor, and is preparing to throw himself into the fire again.

In his preparations this time, he learned something new...

It's possible, **BEFORE a launch** or before some change in your account, that **you can actually get in touch with that "Merchant Review" department** to give THEM advance notification of what's about to happen.

This is different to just "calling paypal to notify them of your launch" and having them "put a note on your account". This is giving ADVANCE notice to the actual risk department that would be in charge of anything bad that could happen to you.

You can tell them about the nature of your business, ask them to INSPECT your (good) account history, and send them financial statements (balance sheet, profit/loss etc) to **try and get them on side before you make the big change that could cause a limitation**.

He's going back and forth with them at the moment, finding out

what they need to see from him to be able to give confidence that there won't be a limitation in his launch situation.

So Andrew knows what his "metrics" are.

He knows the limit at which his account will get limited... It happened right at the same time on both launches. Then on the most recent launch he withdrew money from the account more rapidly so he didn't cross that limit and... no limitation on his account was placed by paypal.

Interesting stuff right?

Every time I write about this guy I seem to like him even more!

Andrew's had **someone at the risk department "flag" his account in preparation for the spike**. They reviewed his account history and they seem to think he'll have no problem when the spike occurs.

Naturally he doesn't fully trust this because **he still believes the risk department can only review limitations after they've been made** (rather than prevent them being done by the automated script), so...

He's now trying to take it to the next level by asking to have contact with someone at the risk department so that if something bad does happen, he can say "THIS person reviewed my account beforehand and assured me it would be ok" etc but he's waiting to find out whether paypal will be up for this level of accountability etc.

I'll share with you the outcome of this tomorrow in Part 5.

We left the "saga" last time when Andrew was was in regular contact with Paypal's "Risk Management" department, trying to ensure the surge in sales from his impending product launch didn't send the "metrics" into the red, and freeze his account.

He's had to jump through some extra hoops now. Interestingly enough, these are the 4 things the Risk Department team wanted to know :

- 1. A detailed explanation of why he was expecting to receive a spike in July.
  - 2. **How much** he is planning to receive?
  - 3. **How long** will the spike last?

4. Provide information on **how he planned on fulfilling the increase in orders** and what is the timeframe of fulfilment?

After this, they said **he'll be escalated to someone higher at the Risk Department** who should be able to make a more firm decision, and perhaps speak to him personally.

In Part 6 I shared with you that Andrew was asked to provide some key information on his product launch before someone in the "Risk Department" would provide some accountability.

As soon as Andrew mailed me with the good news that came into his mailbox this morning, I had to get this out to you.

They wouldn't let him speak to this person at the risk department, but after enough cajoling, **they finally gave him a name**.

So now he has the name of the person at the risk department who's reviewed his account and can refer anyone else at Paypal, or at the Risk Department to this person.

He confirmed with them that the "limitation" process works by:

1. First a flag gets raised by the automated scripts I've been discussing with you in previous updates. The automated script raises flags based on those metrics and you breaking out of them.

**2.** When a flag is raised, a human from the Risk Department comes in to review the flagging, and if they can't see any reason why it's not legitimate based on your account history, they will place a limitation.

This time, if a flag is raised, and when it's reviewed by a human,

**that human will see notes from the Risk Department** (their own department) that they were informed of the spike, they know why it's happening, and that there's someone from Risk that they can contact if they have any queries about the situation. (He's been told that the person in Risk has left their contact details on their note reviewing my account, so that if there's any issues with the account, they can be contacted directly).

It's the best confirmation he's ever got from Paypal (and the best I've ever heard too!). The guy he has been corresponding with says he believes with "100% Confidence" that there will be no trouble on his launch.

It all sounds great but as always... Andrew retains a healthy dose of scepticism!

As yet, **Andrew's taken in far more than ever before on a single day** in his paypal account and... no problems!

Understandably he doesn't want to jinx it, but everything's been smooth so far - **the contact with the Risk Department seems to have paid off** and his hope is that it stays that way.

So this in undeniable proof that paypal DOES want to work with internet marketers, you've just got to be prepared to junp through their hoops and work with them.

And that's the key to a happy life, in my opinion... **successful** relationships.

Whether it's at home with your family, or with your friends or, more specifically in this example, with the people that you work with, and rely on, to **push your online business forward**.

Something worth thinking about right? :-)

Andrew's Unstoppable Affiliate Course is STILL discounted by 33% until July 29th, and is well worth picking up as **it dispels the myths behind generating passive income** replacing it with honest no- fluff actionable step-by-step content that anyone can follow (regardless of their expertise or experience) and generate passive income the Search-Engine friendly way.

I've got my copy... I strongly recommend you get yours too. :-)

#### ==> <u>CLICK HERE TO CLAIM IT</u>

Thanks for reading and I hope you've now become enlightened to the way paypal works.

BUT IF YOU'D LIKE TO DISCOVER HOW TO **MINIMIZE THE RISKS** OF PAYPAL FLAGGING YOUR ACCOUNT AS **SUSPICIOUS** AND LIMITING, OR AT WORSE CLOSING IT, THEN...

**I URGE YOU TO CLICK HERE**