

PayPal Power Play – What To Do Next

This is Tony Grant & Anton Nadilo here bringing you another document packed full of useful ideas about PayPal and how to recover from an Account Freeze (or closure). The following information has been gathered from our own research and from discussions with online colleagues.

We have set out to be as unbiased as possible and looked at every perspective with an open mind and would hope that you can do the same.

As with any evaluation, it is necessary to listen to all sides, balance that information in your own mind and against your own criteria and then use it to settle upon your own interpretation. With that in mind, we do hope you find some great observations in this Global Reach Webinar Support Document and look forward to bringing more value to you each and every week.

Before we move on to the main topic, we would like to remind you that you can find us at [Global Reach Webinars](#)

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PayPal Power Play

What to Do If Your Account Is Limited

This is a practical Guide to the suggested things that you should do if you have your PayPal account frozen or closed.

Getting the Call

It is quite likely that if you get a call from PayPal, you might experience a sinking feeling and a flood of thoughts rushing through your mind all at once. Wherever possible, you need to manage your emotions extremely well during this call and the best way to achieve this is to try to push the flood of inner questions to one side and focus in on what the person is saying to you.

It is of course most likely that the first part of the conversation will be to verify your name and account details.

Use this time to stabilise your emotions and gain a calm balance if possible.

When asked to confirm your name, take a deep breath first before answering, this will help to calm you and will give you time for logical thought.

Follow through the questions in this manner, taking your time, never rushing in with an answer and breathing deeply wherever possible (but please don't sigh!).

You really need to be thinking clearly what you are saying here and the secret with any such conversation is to offer the information that is requested and no more.

Of course you will be tempted to blurt out all sorts of information but this could in fact raise more question from them and so brevity is the key here.

You might even like to try adopting the 'sound bytes' style of speech that so many politicians use. This is to speak in 3 or 4 word bytes and then pause. This extends a clarity, ensure that the other person listens to what you say and more importantly, gives you time for thought. This style also cuts out the occurrence of speech whiskers (such as ums & errs) which again lends itself to a calmer, more rational communication.

Even if you struggle with any of the above, you really must avoid becoming confrontational or agitated as this can never help. The person you are talking to has the keys to your future so it really doesn't pay to annoy them in any way. They are just doing a job and they don't tolerate abuse at any level.

Having said that, it might be worthwhile, once you have ascertained the reason for the call to request to speak to a supervisor or more senior member of staff so that there is more understanding and more flexibility within the discussions.

What Happens If I Miss the Call from PayPal

First of all, there is no benefit in calling PayPal by the standard online or support desk route, these General Operatives cannot help you and might in fact be a hindrance or cause you more frustration, which you really don't need right now.

Instead, call Merchant Services directly (which in the US is (888) 215-5506)

When you make this call, it is accepted that you will need to act quickly but you should also act rationally. Take enough time to become calm and maybe find some way of removing any frustrations while you are waiting but maybe getting a few of your site up on the screen might not be a bad idea.

It will also be useful to take a look at your PayPal history and try to build up a profile based upon average account activity, number of refunds or complaints and why you think a trigger has been raised in readiness for their questions. It is unlikely that you will resolve the matter in one single call but the more prepared you are, the better any ongoing conversation will be.

You should also make sure you know and understand the reasoning behind their actions and preferably what actions they might expect of you to reinstate the account fully.

As we stated earlier, stay calm, don't challenge their statements and, especially in the early calls, try to ascertain as much information as you can. This will help you build up your case for reinstatement and should ideally be done in writing for accountability.

Your Objective

The first objective of any call with PayPal is to gather information and understand clearly what the issues are.

You then need to be clear about what your actions are in order to get your account unlocked.

You also need to be clear on how long they expect to hold your money and whether funds would be released upon satisfactory attainment of their requested actions.

Wherever possible, you want to restore the account to full status at the very earliest but even if that doesn't seem likely at least gain some assurances that some money could be returned earlier than the 180 days as the liability to them must reduce over time too.

What Should I Do In the Background

If it is looking unlikely that your money is going to be released, you most certainly want to stop any more money from going into that account. You could of course arrange to redirect the money to another PayPal account but this could very well jeopardise that account too.

You should also look to set up another payment provider as an alternative and in fact, you should be doing this now whether PayPal are snooping or not, it just makes business sense.

You should never attempt to open another PayPal account at this point, it will almost certainly be detected. Also any account that you might use as an emergency should not be accessed from your PC or your home IP address. You could of course restart your router if you are on dynamic IP addressing but PayPal will still know your location so this is a big risk to you and to the other account holder.

Preparing Your Letter

If PayPal's Acceptable Use Policy is breached in any way, an account lockdown is mostly routine and automatic. This can result in PayPal withholding your funds in their Account for up to 180 days.

Of course PayPal will investigate any such occurrences but your account will remain closed or limited for this period, or at least until the issues have been investigated, which could take several weeks.

In any case, the process can be lengthy and so the quicker you can react to PayPal, the more likely you are to achieve a favourable response.

In order to create an auditable trail, it might be worthwhile actually putting your concerns in writing but do remember that this is a formal letter and should be compiled as such.

Who Do I Write To

You will need to find your local office through the PayPal site for your country. Whichever this is however, your letter should be addressed to PayPal Inc Executive Escalations Office.

It should contain the following information in the references section between their address and the main body:

- Date of Sending
- Case ID
- PayPal Account ID

It is also helpful to contain the following information:

- Current Balance
- Average Balance
- User Refund Rate

You should also clearly state that you are referring to an account closure or limitation and then express your concern at this situation.

If you have identified the reasons for your closure and feel that their actions were harsh yet understandable, then you need to explain in this letter what you intend to do to resolve the issues, guarantees about future trade activity and assurances that this was not an intentional breach, rather a misguided understanding of the terms of service.

You should also at this time request leniency of the balance lockdown and aim to get at least some of this released after 30 or 60 days.

The laws in each country are different and indeed the laws in each state of USA can differ for businesses and so we will not seek to give specific advice but rather point you to a local agency for guidance.

Summary:

This document deals with communication once an account freeze has occurred. As we have stated, you do need to be prompt, polite and professional.

Ask for their kind considerations and be reasonable in your requests, having firstly attempted to fully understand their rationale for enacting the closure to start with.

There are many other resources within this product and member area. If you have not had access to this, then please contact support@globalreachwebinars.com to discuss options to gain access to the full information at an extremely affordable price.

We hope this document has been of some benefit and hope that you never actually need to read this far!

Anton & Tony

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