

How do I know that an email is really from eBay?

If you receive an email that appears to be from eBay that requests sensitive personal information, **be cautious**. The email may be a "spoof" or "phishing" email. The people who send these fake emails hope that unsuspecting recipients will reply or click on a link contained in the email and then provide sensitive personal information including passwords, social security numbers or credit card numbers.

Legitimate eBay emails

eBay will **never** ask you to provide account numbers, passwords or other sensitive information through email. If eBay does request information from you, a copy of that email will be in the My Messages box in My eBay. If you have any doubt that an email really is from eBay, open a new browser window, type www.ebay.com, and sign in. Any email that looks as if it is from eBay, mentions a problem with your account or requests personal information, and is not in My Messages in My eBay, is a spoof (fake) email.

Spoof emails

Spoof emails often include the use of the eBay logo and an eBay address in the "From" line (for example, "From: support@ebay.com") The email may mimic common eBay emails, such as notifications of problems with your account, "Ask seller a question" emails or offers to become an eBay PowerSeller.

Spoof emails typically have the following characteristics.

- Requests sensitive information. (Example: Please update your credit card number.)
- Starts with a generic greeting. (Example: Dear eBay member)
- Has an urgent tone for quick action. (Example: "Ignoring this message will result in a suspension of your account within 24 hours".)
- Contains links to Web pages that resemble the eBay sign-in page. (Example spoof Web link: <http://signin-ebay.com/>)

When you receive a suspicious email

- Do **not** click on any link in the email. The purpose of spoof email is to lead you to a Web site and attempt to collect personal information and commit identity theft or other crimes.
- Report the email by forwarding it to spoof@ebay.com. eBay will review the email and let you know if it was legitimately sent by eBay.

Important: In order for eBay to investigate your report, you must forward the email without adding attachments, adding text or altering text.

Take a tutorial on [how to spot a spoof \(fake\) email](#).

Related Help topics

- [How do I report spoof email?](#)
- [Recognizing Spoof \(Fake\) Web sites](#)
- [Securing Your Account and Reporting Account Theft](#)
- [Protecting Your Identity](#)

Bid Increments

The bid increment is the amount by which a bid will be raised each time the current bid is outdone. It is predetermined based on the current high bid.

Here is how increments are determined:

Current Price	Bid increment
\$ 0.01 - \$ 0.99	\$ 0.05
\$ 1.00 - \$ 4.99	\$ 0.25
\$ 5.00 - \$ 24.99	\$ 0.50
\$ 25.00 - \$ 99.99	\$ 1.00
\$ 100.00 - \$ 249.99	\$ 2.50
\$ 250.00 - \$ 499.99	\$ 5.00
\$ 500.00 - \$ 999.99	\$ 10.00
\$ 1000.00 - \$ 2499.99	\$ 25.00
\$ 2500.00 - \$ 4999.99	\$ 50.00
\$ 5000.00 and up	\$ 100.00

Note: A bidder may be outbid by less than a full increment. This would happen if the winning bidder's maximum bid beats the second highest maximum by an amount less than the full increment.

A bid increment will go higher than the standard increment in two situations:

- To meet the reserve amount
- To beat a competing bidder's high bid

If you were bidding against another bidder's maximum bid, your bid had to meet the other bidder's maximum bid plus one cent to become the current high bidder on the item.

Sometimes the auction page for an item will show that there are 2 bids, yet there is only one bidder. This happens when a member places more than one bid to increase their maximum bid amount. For example, if you are the first bidder on an item and you place a second bid to increase your maximum bid amount, the item page would show the current high bid at the opening bid amount, but would show that two bids have been placed on this item.

Learn more about bidding:

Read the basics of [how to bid](#).

Take a  [guided tour of bidding](#).

Or try placing a [practice bid](#).

Try an introductory tutorial on [bidding](#) - at your own pace.