

## FAQS

### **What is an online research community?**

An online research community is a group of individuals with similar interests, and experiences, who have voluntarily chosen to participate in online research studies about various topics related to their common interests.

### **What is ebay Your Say all about?**

ebay Your Say is a voluntary online research community where buyers, sellers and employees of eBay can come together to take part in surveys and discussion forums about a variety of topics.

### **Who are Enhance Research?**

Enhance Research is a full service market research agency that specialises in understanding consumer attitudes and behaviours. Based in Fortitude Valley Queensland, Enhance uses the information they uncover to develop strategies that maximise the effectiveness of their clients' business activities.

### **Who is Vision Critical?**

Vision Critical are an international technology research company founded in Canada. Vision Critical build online platforms that facilitate two-way communications with customers, employees and citizens in contexts ranging from market research to civic engagement. Vision Critical help clients ask better questions, listen more intently, and learn what the people they care about think and say. Visit [www.visioncritical.com](http://www.visioncritical.com) for more information.

### **How do I register to become a Member?**

We recruit for ebay Your Say at different times of the year with the aim of receiving responses from a good representation of ebay buyers, sellers and staff. Places in the ebay Your Say are however limited. When we are accepting applications, those eligible will be contacted via email and invited to complete the profiling survey.

### **How many activities will I be asked to do in a month?**

It will vary, but typically, you will be invited to a couple of activities per month. This could be a survey, discussion or another type of study.

### **How do I complete a survey?**

You will be e-mailed a URL address for each survey which is unique to you. Simply click on that URL or cut and paste it into a web browser of your choice and complete the survey online. Survey length varies but is closely controlled with your limited time in mind.

### **How long will I have to complete each survey?**

This will depend on the survey. Typically you will have anywhere from 48 hours to one week to complete each survey.

## **What prizes or incentives are available for being an ebay Member of the Your Say Community?**

### *Register Prize Draw*

Register on ebay Your Say and you will have the chance to win 1 of 4 \$250 eBay Vouchers.

### *Monthly Prize Draw*

Every month thereafter, all community Members who participate in the Your Say Community will go into the draw to win 1 of 10 \$100 eBay vouchers.

### *Invited Survey Draws*

Throughout the year, Members may be invited to complete specific online surveys. Each of these invited surveys may have a separate prize draw attached for completing it.

Please see the individual Terms and Conditions for each specific survey if you are lucky enough to be invited!

## **What do I do if I do not get my prize?**

If it has been 28 days since you completed your prize claim and you still have not received your prize, you can contact support at [support@ebayyoursay.com.au](mailto:support@ebayyoursay.com.au)

## **How do Members receive information and feedback as a result of the survey topics they complete?**

Certain study results may be made available to all Members via periodic newsletters.

## **What happens to the personal information we collect?**

Please see the following Terms of Use for more information by [clicking here](#) and following the links at the bottom of the portal.

## **How will my responses to discussions and surveys be used?**

Your responses, along with responses from other community Members, will be grouped together and serve as feedback for the key decision-makers at ebay.

## **Will my responses remain confidential?**

Yes. Your responses will remain confidential. It is not about linking individuals with responses but getting an overall view.

## **What do I do if I forget my password?**

Simply click the "Forgot Password" link under the sign-in button on the Member login page. If you have any issues, click the technical support link found at the bottom of the Member login page.

## **How do I change my email address?**

You can change your email address by logging into the portal at ebayyoursay.com.au and updating your profile information by clicking on "Update User Info" in the upper right corner of the Members page.

**What if I don't want to be a community Member anymore?**

Members may remove themselves from the community at any time by using the 'Update User Info' function on the Member's page.

Enhance is independent of eBay and unsubscribing to eBay Your Say does not affect your email preferences with eBay which are managed on the eBay site.