



## eBay to close Canadian service center, move jobs to South Jordan

San Jose-based online auctioneer eBay plans to close its approximately 700-employee customer service center in Vancouver, British Columbia, and consolidate some of its functions with a similar facility in South Jordan.

The Canadian center is expected to be shuttered by Sept. 30. eBay said in a statement it is the company's intent to increase the number of employees in the Utah facility, which currently employs more than 900 customer service agents, and at certain other facilities globally. The number of position increases in Utah and elsewhere has not yet been determined.

"We are working aggressively to deliver a better customer experience for eBay buyers and sellers," said Chad O'Meara,

vice president, customer service, eBay Marketplaces. "While it is a difficult decision to close our Vancouver facility, we believe that consolidating our North America customer service operations will help accelerate our efforts to continually exceed buyer and seller expectations."

The company has been in cost-cutting mode as it grapples with declining sales and profit in its core marketplaces arm.

In March, eBay chief financial officer Bob Swan said it can save \$2 billion over three years by trimming processing costs and enhancing online customer support to avoid resource-wasting processes.

The company expects to maintain current support levels

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and does not anticipate any disruption to service as a result of this change. eBay's customer support operations within its payments and communications businesses, PayPal and Skype, will not be impacted.

eBay's Utah center, an approximately \$334 million facility when complete, is located at 6801 W. Old Bingham Highway, in the 250-acre Daybreak Commerce Park.