

Fw: Important Update on Our Authentication & Fulfillment Operations and Path Forward

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TCGplayers,

As you know, we have been on a journey to make TCGplayer a stronger, more scalable business. In the past two years, this team has made significant progress on our quest to be the most trusted TCG platform — connecting and empowering the hobby community. However, we sometimes need to make tough decisions to ensure we have scalable foundations in order to enable local game stores and small businesses to succeed.

This morning, we are announcing an important but difficult decision about our path forward as an organization.

After a thorough review and careful consideration, we have made the decision to consolidate our Direct business into eBay's Authentication Center in Louisville, Kentucky, and close the TCGplayer Authentication Center (AC) and office in Syracuse. Team members at our Syracuse AC have already been informed.

This decision was not made lightly. For those who have been to the Syracuse AC, you know that the current location is space constrained, which limits our growth, efficiencies and ability to support our customers. Since the acquisition in October 2022, we have been doing everything we can to position the AC for the future. We have simplified processes, paused complex services like Sort and Buylist, enforced seller compliance policies and even engaged outside experts to try to help identify a path forward. While we've made some progress, the AC continues to operate at a loss, and unfortunately, even with major changes, including considering other spaces in Syracuse and the nearby area, we are unable to find a viable way to reach breakeven in Syracuse.

Consolidating operations into eBay's Authentication Center in Louisville allows us to streamline operations, share costs like rent and utilities, tap into a stronger logistics infrastructure, and it positions our AC closer to the geographic center of our sellers and buyers across the U.S. In Louisville, we will be able to deliver faster, process cards more efficiently, and grow and create a better overall experience – strengthening the future of our business and better meeting the needs of our buyers and sellers.

I want to acknowledge that this transition is difficult – especially for our Syracuse community that has played such a crucial role in TCGplayer’s story. We are deeply grateful for their contributions, and we are committed to supporting them with care and respect as we transition facilities over the next few months.

Please note, we will be pausing all operations at the Syracuse facility beginning at 9:00 a.m. today, Thursday, through 10:00 a.m. on Saturday. If you are scheduled to work between now and then you do not need to report to your shift.

Looking ahead, I am confident in the future we are building together. This move is necessary for our future and allows us to invest more deeply in the parts of the business that create incredible experiences for enthusiasts and hobbyists everywhere.

Sincerely,

Rob Bigler
CEO

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