

Designated account contacts

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Category:	Account Management	Votes:	1
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Keywords

contact

Symptom (public)

Problem (public)

I am refused assistance when I ask for help regarding my/our account.

Solution (public)

Our contact policy is as follows...

Email Assistance

1. Before assistance can be given for any account, the party requesting this assistance must be verified as a valid contact with the authority to make the request or provide the requested information.
2. We do not provide 3rd parties with account access. ALL correspondence must come from an email address on the domain of the account holder. If you are a 3rd party who requires access to an account, you will have to request an email address on their domain which will be provided with the required access to make requests.
3. Account access changes can only be requested by an account administrator.
4. All clients have a PIN code assigned to their account either when signing up or by request. If this account PIN code is provided, full administrator access will be provided to the requesting party should their name be listed as a contact for the account.

Phone Assistance

5. All phone requests will be logged as tickets and information will be provided in reply to these tickets by email.
6. Phone calls will be verified with the account PIN code should any information need to be furnished telephonically.

Forgotten Account Password

7. Use the password reset option.
8. Should you have also lost access to the email account linked to your account you will need to provide 2 forms of government ID AND proof of address to match your account details before account ownership can be verified.