



# **PROCEDURE FOR USER SUPPORT AND ACCOUNT DELETION**

# 1. Contacting Our Team

## 1.1 User Support Channel

Users can reach our support team through the following channels:

Email Support: Users can send their queries and concerns to [support@cmindex.com](mailto:support@cmindex.com). We strive to respond within 24 hours during business days.

Live Chat: Our website features a live chat option for real-time assistance. Users can access this service during these hours:

Mon - Thu: 05:00AM - 06:00AM | 11:00AM - 12:00PM | 22:00PM - 23:00PM  
Fri: 05:00AM - 07:00AM | 11:00AM - 12:00PM | 22:00PM - 23:00PM

## 1.2 Support Ticket System

Users can submit support tickets through our online support system, accessible through the user dashboard. This allows us to track and prioritize user issues efficiently.

## 1.3 Knowledge Base

We maintain a comprehensive knowledge base that users can access for self-help. This includes FAQs, guides, and troubleshooting tips.

# 2. Account Deletion

## 2.1 User-Requested Account Deletion:

Users can request account deletion by submitting a request through the user dashboard or contacting our support via email.

## 2.2 Verification Process

To ensure the security and legitimacy of account deletion requests, our team will perform a verification process. This may include confirming the user's identity through account details or additional verification steps.

## 2.3 Review and Approval:

Once the request is verified, it will be reviewed by our designated team for approval. This process aims to prevent accidental or unauthorized deletions.

## 2.4 Data Removal:

Upon approval, user accounts will be permanently deleted from our system. This includes personal information and any associated data.

## 2.5 Confirmation:

Users will receive a confirmation email once their account has been successfully deleted. This email will serve as proof of the account closure.

### **3. Exceptions and Retention Policies**

- 3.1 Certain data may be retained for legal or regulatory compliance purposes, even after account deletion. Users will be informed of any exceptions during the account deletion process.

### **4. Feedback and Improvement**

- 4.1 We welcome user feedback on our support services and the account deletion process. This input helps us continually improve our services and meet user expectations.
- 4.2 Feel free to adapt this template based on your specific business requirements and industry regulations. Additionally, make sure to review and update the information regularly to reflect any changes in your policies or contact details.