



My Digital

SUPPORT SERVICES POLICY

Document Ref: OPS001-Support Services Policy

Version History:

Ver. No.	Release Date	Description of Change	Authorised/ Revised by	Reviewed By	Approved By
1.0	23/08/2022	Revised Issue into new format	KM	DM	DM

Support Services Policy

With effect from the effective date on the Customer Order Form, My Digital shall, in consideration of the fees being paid in accordance with the terms and conditions and in response to support requests from the Customer provide support via the following methods:

1. In Application widget Articles: The in application widget provided by Intercom contains our support articles which can be accessed from within the application by using the support bubble once logged in. This system contains useful articles, help videos and product tours.
2. Our support team is available for more difficult queries. You can request help by either:
 - a. Initiating a chat request via the in application widget
 - b. Emailing support@mydigitalaccounts.com

Please note that both methods are treated equally and have the same team working on the queries.

3. If the request is urgent, our support phonenumber is 0161 925 6162 and is manned during office hours with a voicemail for out of office service.