

# How Does the Live Chat work? \*

Our live chat feature is readily available to assist you with any inquiries or issues you might encounter. We are operational during our standard business hours, from Monday to Friday, excluding holidays.

We appreciate that certain concerns may necessitate a more thorough investigation. If your issue can't be immediately resolved through live chat or other similar means of contact, our team will guide you on how to submit a ticket for our technical support team to delve deeper.

For the security of your account, we regretfully cannot disclose confidential account details through our live chat system. We kindly request you to submit a ticket or send us an email containing your request, using the primary email associated with your account.

In case our live chat is temporarily unavailable, there's no need for worry. Please leave us a message, and we promise to revert back to you at the earliest. For pressing matters, we advise that you submit a ticket with the relevant priority level to guarantee a speedier response.

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