

## GROUP CHAT POLICIES FOR ENQUIRY & COMPLAINT RESOLUTION

This memorandum constitutes the rules and guidelines for HotNow Support Group Chat whenever and wherever hosted, whether on Telegram or otherwise.

The overall goal of HotNow Support Group Chat is to provide opportunities for learning, understanding, exchanging information about HotNow, and the consideration of a variety of interesting related topics in a friendly, amiable and encouraging tone, and in a safe environment.

It is the responsibility of all participants to ensure that any communication is conducted in a responsible, respectful and safe manner. We're all in this together to create a welcoming environment. Let's treat everyone with respect. Healthy debates are natural, but kindness is required. Because of the diversity of our group, we must be particularly vigilant to ensure that we exercise good judgement in our chats, whether written or audio or video.

For those reasons above, HotNow has identified the group chat policies:

1. The group is not a political platform, not a religious platform, not a sexual platform. No arguing, no heated opinions, no fear mongering, no hyped-up drama, no fake news, no violent images, no pornography, no racism.
2. Do not post graphic or disturbing photos, videos and other media in this group. If you are not sure about the content that you want to post, direct message the group admin.
3. No hate speech. Make sure everyone feels safe. Bullying of any kind isn't allowed, and degrading comments about things like race, religion, culture, sexual orientation, gender or identity will not be tolerated.
4. There's no verbal abuse and/or disrespectful comments allowed. Never use the group to berate someone else or air grievances. If you have an issue, address it one-on-one with the relevant person.
5. Do not have one-on-one conversations in the group. Switch to private messages.
6. Before sending a complaint to a group, identify the group admin and share your thoughts with the group admin.
7. Self-promotion, spam and irrelevant links do not belong here. Give more than you take to this group. Do not create your own advertisement thread.
8. It is considered impolite to repost or draw attention to the fact that the group admin or another member has deleted your comment.
9. Multiple accounts of same person are NOT allowed here.
10. Respect everyone's privacy. Being part of this group requires mutual trust. Authentic, expressive discussions make groups great, but may also be sensitive and private. Do not share your sensitive and private information in this group.
11. The group admin normally active between 09:00 until 18:00 Monday to Friday.