

Customer Service Statement

As a global leader in cyber security, customer service is an integral part of our business model and corporate identity. By providing excellent service, we maintain our reputation for a company based on honesty, integrity and ethical conduct while allowing our clients to feel that their needs are being addressed.

Customer service helps us improve our company in the following ways:

- Constant availability and accessibility allow us to understand our customers' specific needs to ensure we are handling any difficulties they may encounter.
- Maintaining an ongoing dialogue with customers allows us to continuously monitor customer satisfaction and improve our services to meet evolving demands.
- Corresponding with our clients allows us to establish a sense of transparency and openness which is critical for success in our field.
- Committing to service values of innovation and excellence allows us to create innovative technological product solutions for the benefit of our customers.

We are committed to the continuous improvement of our customers' and partners' satisfaction, through ongoing evaluation and measurement of service quality and satisfaction. We are also committed to managing our services in accordance with the highest ethical standards to fully protect our customers' privacy and data.

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