

# FRAUD PROTECTION SERVICE

## Terms and Conditions



Our Fraud Protection Service provides customers with comprehensive financial protection against unauthorised use of their cloud-based systems. If a third-party gains access to your cloud system without your permission and incurs charges by using any billable service that is provided by Hii Communications, you are covered up to £2000 + VAT for the resulting financial loss.

### Terms of Use

- **Coverage:** Provides cover of up to £2000 + VAT.
- **Scope:** Applies exclusively to fraudulent activity resulting from an external breach (hacking or unauthorised access).
- **Services Covered:** Any chargeable services accessed and used by the attacker within your cloud system.
- **Restrictions:** Each account is limited to two claims per calendar year.
- **Opt-Out Option:** Customers may choose to opt out of this service, but in doing so will not receive any protection or reimbursement for fraudulent usage.
- **Peace of Mind:** Protects your business from the financial risks of unexpected, malicious usage.

This service ensures that in the event of a cloud security breach, you are financially safeguarded, allowing you to focus on recovery and continuity without bearing the cost of fraudulent charges.

### Claims and Support

- To make a claim, contact our technical support team on 01522 449400, option 4, or email into [support@hiicom.co.uk](mailto:support@hiicom.co.uk) to raise a ticket.

### Opting Out

This service runs at **£12.99pcm + VAT** but by opting out, you will not be covered for any fraudulent usage that incurs any costs.

**If you still wish to opt out, you have 14 working days after which this charge becomes contractual for the remainder of your term. If you are within the 14 working days, please contact your account manager or call 01522 449400, option 2, to request a letter.**

Thank you for your continued custom,  
Hii Communications Limited