

Acceptable Behaviour Policy

At Chip, we believe that our members have the right to be heard, understood, and respected and we always do our best to ensure that happens. We also believe that our colleagues have the right to work in a safe environment free from abuse or harm caused by others. We expect our members to always treat all Chip staff with courtesy and respect.

- While we understand that people can become angry, if the anger escalates into abuse of our staff, we consider that unacceptable
- All staff have the right not to be subjected to any behaviour/abuse that includes:
 - Threats of physical harm or violence
 - Inappropriate religious, cultural, or racial insults
 - Homophobic, sexist, or other derogatory remarks
 - Intimidating, hostile, degrading, humiliating or offensive behaviour
 - Being contacted on their personal social media accounts

Taking action

We will warn the abusive customer that their behaviour will not be tolerated. The Chip team is here to help you and resolve your issue in a professional manner. Depending on the situation, the contact may be passed to another colleague.

If we reasonably believe that you have breached this policy, we may terminate your agreement immediately, freeze your Chip Account and take steps to block transactions through your platform product(s) without giving you advance notice.