



Apart from that, we see it as a refusal to work if a message is not formulated individually for each customer. Therefore, in the case of identical texts, we would list them, show them to the moderator and deduct them from the salary.

Transparency for the client! What do we do when the client asks us if we are fakes or moderators? If the client explicitly asks for the identity of the moderator or explicitly questions the identity of the chat profile, the moderator should call the service a moderated chat service. (Reference to chat and platform conditions).

Here we should be honest. We don't want to cheat anyone or anything like that. A good answer could be "Yes, I'm an operator, but that doesn't mean I don't like you! I think something has developed between us here, don't you think? Be creative. But please ask first what he means by fake. Often customers want to force the woman to a meeting like that and don't really talk about being fake. It would be good to involve the customer in a conversation first and if he asks again, then please answer honestly and directly!

DISCLAIMER

The contents of this document, especially texts and graphics, are copyrighted. Any use of this document is only permitted within the limits of the copyright law. Anyone who violates the copyright (e.g. copying pictures or texts without the authorization of the copyright holder) is liable to prosecution according to §§ 106 ff. UrhG, will be warned with costs and must pay damages (§ 97 UrhG).

The information contained in this document is confidential and is intended for the information of the intended recipient only. It may not be otherwise used, reproduced, stored in a retrieval system or transmitted in any form or by any means, mechanical, electronic, photocopying, recording or otherwise, without the prior written permission of Cloudworkers Ltd.

First name, Surname

TRUPHENA OKENYE

Date

17/05/2024

I hereby certify that I have read and studied this training document and will abide by the rules of Cloudworkers Ltd.

If there are any problems or uncertainties, I will always contact the team leader.

Signature

T.K

CLOUDWORKERS AG
Brügglistrasse 11c, 8852 Altendorf
Website: <http://www.cloudworkers.company>
Phone: +41 55 508 73 44