

Dos and Don'ts

Psychics Should:

- Keep yourself customer focused during your call; avoid wandering off on topics that relate to yourself.
- Employ your most engaging tone with the caller: Pleasant, enthusiastic, and interested.
- Be objective at all times.
- Answer the caller's question at the outset then feel free to move on to other topics that have come up if the customer wishes to be informed of them.
- See it and Say it... always come from your intuition, this will produce a genuine reading.
- Do your readings in a quiet place with no noise or other distractions. Turn off or mute the volume, on other phones, technologies, TV and radio off. Customers will always know when your focus has wandered.
- Always stay within the guidelines of your Independent Contractor Agreement with I Heart Psychics.
- Avoid voicing things based on personal opinion rather than coming from your place of spirit and insight.
- Always remain professional during any dealings with our customers and employees.

Psychics should not:

- Use unsavory language when dealing with callers. Our aim is to be positive and to create hope and offer guidance not to be colorful with our language. Some callers can be easily offended if they feel the language the reader uses is too base.
- We do not offer any variety of craft work or magical services. We do not offer witchcraft, curses, curse removal, voodoo etc. We are spiritual advisors.
- We are not medical practitioners, mental health practitioners nor recognized as any type of legal professional. As such, we do not offer nor give advice in matters of health or in matters of a legal nature. This includes offering any type of diagnoses or advice surrounding a course of treatment. Doing so is strictly against company policy. If your caller does ask about any of these topics they should be told "I am not a doctor and feel you should seek out the advice of a medical professional if you have questions or concerns about your health. " The same goes for legal. If they have any questions or comments, please have them contact Customer Care for assistance. (Please refer to the "Health, Medical, Legal Policy" tab for additional information.)
- Absolutely no discussions or diagnoses of Crystal Children, Star Children or Indigo Children. These terms, while they have spiritual implications, also have health related meanings and often the parents of children who suffer from different disorders grasp onto these terms to avoid facing the very real problems their children may have and thereby avoid seeking professional treatment for these children, which can cause very real risks to the health of these children.
- Offer access to any other form of contact with your callers other than via the website or customer care. We do not offer psychometry we do not accept gifts and we do not break the strict rules

regarding confidential treatment of the customer nor the reader's personal information nor share information regarding other readers on our line.

- Provide customers with any personal information under any circumstances, NO EXCEPTIONS! Examples of this include, but are not limited to: your mailing address, e-mail address, web address, any social networking websites, online gaming persona etc.. Please be aware: Your services as an independent contractor will be terminated without warning if you give your phone, address or web address, etc., to a customer, no exceptions.
- Discuss the details of their readings with anyone, including Customer Care.
- Use stalling tactics or talk excessively slow to extend the reading time.

WARNING: Any discussion that violates our policy to keep all psychics' personal and private information confidential is STRICTLY prohibited. We maintain complete confidentiality regarding a psychic's personal business and ask that you do the same. It is also unacceptable to discuss other psychics and their personal business and information. At no time will it be deemed acceptable to offer negative judgment or share negative information about the other readers on our line nor about the company and its policies and guidelines. Doing so would be the quickest path to termination of your contract due to any violations or complaints related to the above items. If you receive negative feedback from your callers regarding another psychic, please refer the client to Customer Care and have them give details of their complaint and you follow up with the customer care department as well. We want to ensure that everyone is working within the ethical guidelines we have carefully set down. This is the driving force behind our company mission.