

## **Unsubscribe from Mailer Policy:**

Effective Date: 23<sup>rd</sup> June 2024 V1

At Cocreators-BtG Ltd, we respect your privacy and understand your desire to manage your email preferences. To ensure a hassle-free experience, we have implemented the following unsubscribe policy:

### **1. Unsubscribe Options:**

Members who wish to unsubscribe from our mailer can do so by following one of the following methods:

- Clicking the "unsubscribe" link provided at the bottom of our marketing emails.
- Contacting our customer support team at [support@cocreators-BtG.com](mailto:support@cocreators-BtG.com) and requesting to be unsubscribed.

### **2. Processing Time:**

We will promptly process your unsubscribe request upon receipt. Please allow up to 5 business days for the changes to take effect. During this time, you may still receive some emails as they may have been scheduled in advance.

### **3. Email Confirmation:**

Once your unsubscribe request has been processed, you will receive an email confirmation or written notification confirming your removal from our mailing list. Please note that if you have multiple email addresses registered with us, you will need to unsubscribe each address individually.

### **4. Account Access:**

Unsubscribing from our mailer does not cancel your membership or restrict your access to other services or benefits. If you have an active membership, you will continue to receive important account-related communications.

We hope that these policies provide clarity and ease any concerns regarding membership cancellation and unsubscribing from our mailer. If you have any further questions or require assistance, please do not hesitate to reach out to our customer support team.

## **Cancellation of Membership Policy:**

Effective Date: 23<sup>rd</sup> June 2024 V1

At Cocreators-BtG Ltd, we value our members and strive to provide exceptional services. We understand that circumstances may change, and members may need to cancel their membership. Please review our cancellation policy below:

### **1. Cancellation Request:**

Members who wish to cancel their membership must submit a written cancellation request. This request can be sent via email to [support@cocreators-btg.com](mailto:support@cocreators-btg.com) or by completing the cancellation form available on our website.

## **2. Notice Period:**

Members are required to provide 30 days' notice prior to the desired cancellation date. This allows us to process the cancellation request efficiently and ensure a smooth transition.

## **3. Membership Term:**

Members are responsible for fulfilling the agreed-upon membership term before cancellation. Refunds will not be provided as the intellectual property is instantly downloadable and in the hands of the member.

## **4. Membership Dues:**

Members must settle any outstanding dues or fees before the cancellation is finalised. Failure to do so may result in continued billing and potential collection actions.

## **5. Cancellation Confirmation:**

Once the cancellation request has been received and processed, members will receive a confirmation email or written notification confirming the cancellation and any relevant information regarding the termination of benefits or services.