

BEST FRIEND FINANCE

Video Chat Terms of Use

By agreeing to the following terms of use of Ugly Cash video chat services, you confirm that you will act in accordance with the rules set forth in this agreement and that failure to do so may result in the discontinuance of the ability to conduct business with Ugly Cash through the video chat channel.

You agree to act in a manner that is professional and courteous while on video with representatives from Ugly Cash. You agree to refrain from taking screenshots or screen recordings of the video session. Likewise, you agree to conduct yourself in a courteous manner and to avoid using language or gestures that are intended to offend, harm, threaten, or demean. You understand that such actions can and may result in a ban from the video platform. While interacting with Ugly Cash through video chat, you agree to be dressed in a manner consistent with being physically present to conduct financial business. You shall not use this service while driving or operating other heavy machinery, and understand that all risks, injury, and harm associated with doing so are your responsibility and NOT the responsibility of Ugly Cash.

You understand that by using Ugly Cash's video chat service, you acknowledge and agree that your interactions may be recorded for quality assurance, training, and compliance purposes in accordance with applicable laws and regulations. Furthermore, you understand that by using Ugly Cash's video chat services, it is your responsibility to ensure that your surroundings are secure while engaging in discussions that may include financial or personally identifiable information. This includes but is not limited to securing the environment sufficiently from the possibility of any other individuals or devices, e.g., cell phones, Alexa, etc., from listening, broadcasting or otherwise intercepting, either purposefully or inadvertently, any transaction, information or other activity occurring while the video chat is in use.

You understand that by agreeing to the terms of use, and failing to meet the requirements as described above, the Member Advisor (also known as Customer Support Agent) you're speaking with may terminate the current video session, and you will not be allowed to receive assistance through this channel. Ugly Cash will operate in good faith, and use just cause while evaluating potential abuses, but will not accept any liability as a result of the customer's failure to read, understand, or follow the aforementioned terms.