

PayMe Chat Services Important Notes

Chat Services Important Notes

1. Your Chat Services may be supported by our chatbot or our staff.
2. Our chatbot is powered by big data analytics and artificial intelligence technology which add convenience for customers to get instant support on enquires. The accuracy, relevance, adequacy and quality of the interaction may vary while such technology is constantly evolving.
3. PayMe provides Chat Services for the purpose of interacting with you while visiting our app. We aim to provide you with help and support in navigating our app, using our services and responding to your requests for general information about PayMe's services, and other assistance in relation to your wallet, application and transactions.
4. You acknowledge that the types and scope of services that Chat Services can offer you is limited and will not provide you with any advice, solicitation or recommendation.
5. PayMe may analyse the records and analyse our conversations, including processing of big data analytics and using artificial intelligence technology to improve the chatbot accuracy and performance and improving service quality. For quality and verification purposes, PayMe will retain a record of all communications with you.
6. After logging on to our app to use Chat Services, we will send you notifications (Chat Notifications) when we reach out or respond to you. Please note that Chat Notification is a different service from Push Notification Alerts Service.
7. You are not required to provide PayMe with any personal information (including sensitive information) while using Chat Services to enquire about functionality or navigation around our app. However, while we are responding to your enquiries, you may be asked to provide personal or wallet information and location. Don't include any personal or sensitive information including your wallet and location unless asked by us.

8. If you have provided your personal information about yourself, your wallet or your location to PayMe, you authorise PayMe to collect, access, use, store and disclose your personal information in accordance with PayMe's Privacy and Security notice.