

Capital Nexus Investments Ltd

Complaints Policy and Procedures

Revision Date: Jan 24th, 2025

1. Introduction

Capital Nexus Investments Ltd is committed to providing a clear and accessible complaint resolution process. We designate experienced agents to manage each case diligently, ensuring timely and fair resolutions.

2. Contact Channels

Our websites offer multiple communication channels for users and content creators:

To Users: Available via links in the footer of every page:

- [Contact Form](#)
- [Help Center](#), Includes Form and Live Chat
- [Terms & Conditions](#), Includes support email addresses
- [FAQ Section](#), Includes support email.

Models:

- **Dedicated Portal:** Via the Model Portal (modelsonwebcam.com)

Support Teams:

- **Monitoring Team:** 10 experts providing near **24/7 content oversight**, including real-time webcam monitoring and age verification.
- **Support Team:** 2 specialists available across continents, handling technical issues and refund requests, ensuring resolution within **7 days or less**.

3. Content Removal Requests

Users have the right to request the removal of content in which they appear.

Required Information:

- A sample of the content, identifying yourself in it.
- The link to the content.
- An official ID to verify your identity.

Procedure:

1. Our team reviews the request and may seek additional information.
2. We contact the content owner to verify age checks and consent records.
3. A decision is made within **7 days**: content is either removed or retained.
4. If the request is denied, users may escalate to a **neutral review body** for a final decision.

4. Refund Policy

- **Eligible Refunds:** Non-consumed credits within **14 days**.
- **Exceptions:** Duplicate charges or payment processing errors.
- **Refunds are not automatic**—users must submit a request with:

Required Information:

- Transaction details (date, time, amount, error).
- Justification with supporting evidence.
- Screenshots from a bank account if applicable.

Procedure:

1. The request is reviewed, with additional details requested if necessary.
2. Refunds are processed within **3 days** or denied based on the provided evidence.
3. Users may escalate denied requests via **Visa/MasterCard chargeback procedures**.

5. Abusive or Unauthorized Content Complaints

All models agree to strict **Terms & Conditions** before broadcasting. However, if content is found to violate guidelines or is offensive, users may submit a complaint.

Required Information:

- Webcam channel details.
- Date/time of the broadcast.
- Description of the issue, with evidence/screenshots.

Procedure:

1. The claim is reviewed within **24 hours**.
2. The content is immediately removed from public view pending analysis.
3. A decision is made: content is permanently removed or reinstated.
4. Users may appeal with additional evidence.

6. Copyright Infringement Complaints

Capital Nexus Investments Ltd respects **intellectual property rights** and will remove unauthorized content upon request.

Required Information:

- Claimant details (Full name, address, phone, email, and official ID).
- Description of copyrighted material and its location.
- Evidence proving ownership.

Procedure:

1. The complaint is reviewed, and further information may be requested.
2. Content is removed within **7 days** if the claim is validated.

Counter-Notice (Appeals for Removed Content):

If content is removed by mistake, the original uploader may submit an appeal with supporting evidence.

7. Record Keeping & Reporting

- **All complaints and resolutions are recorded and anonymized.**
 - **Retention Period:** 7 years.
 - **Monthly Reports:** Sent to payment providers, including flagged content, takedowns, and compliance actions.
 - **Nil Reports:** Submitted when no complaints are logged in a given month.
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SegPay reporting will be provided via the SegPay Portal.

Capital Nexus Investments Ltd is dedicated to **transparency, compliance, and user protection**, ensuring fair handling of all complaints and content moderation processes.