

Unsolicited calls, Fraudulent calls and Robocall Mitigation Plan

The aim of this plan is to ensure that Invade is adequately equipped to protect its customers, brand, reputation and public interest from suspected or actual cases of service abuse or fraud. Management of unsolicited, robocalls or fraudulent calls mitigation plan consists of:

- **Automatic management:**
 - **Spam Filters:** Our spam filters operate continuously to block spam calls in real time
 - **Real-Time Call Analysis:** The system continuously analyzes call traffic, flagging any suspicious behavior
- **Manual Checks and Periodic Reviews**
 - **“Know Your customer” (KYC) Verification:** abc123
 - **Call flow monitoring of abnormal activity:** The call flow of every call that goes through our network is stored and analyzed if an abnormality is detected by one of our automated systems
 - **Cooperation with the reporting entities,** participation in traceback procedures
 - **Customer account activity audit:** The activity for all our clients is audited for irregularities
 - **Call recording:** The audio for calls that go through our network is recorded for further auditing, if necessary