

## TERMS FOR USERS OF THE MIM WEBSITE:

1.MiM act as an intermediary between the users of the MiM website and an MiM licenced mediator who has been appointed by the users in terms of the MiM Process.

2.The information, recommendations and/or services provided to users on or through the MiM Website is for general information purposes only and does not constitute advice. MiM will reasonably keep the Website and its contents correct and up to date but does not guarantee that (the contents of) the Website is free of errors, defects, malware and viruses or that the Website is correct, up to date and accurate.

3.The quality of the mediation services requested through the use of the MiM Website is entirely the responsibility of the MiM Mediator who has been appointed by the clients to provide such mediation services. MiM under no circumstance accepts liability in connection with and/or arising from the mediation services provided by the MiM Mediator or any acts, actions, behaviour, conduct, and/or negligence on the part of the MiM Mediator.

4.Any complaints about the mediation services provided by the MiM Mediator should first be submitted to the MiM Mediator and then to MiM. MiM will investigate the complaint on behalf of MIM and report the outcome to the MiM Mediator and the complainant.