



## **SYNAQ Process Document**

## **SYNAQ Cancellations Process**

**Date: 2024**





## Purpose

The purpose of this document is to detail the SYNAQ Cancellations Process.

## Process Description

1. Fill in the SYNAQ cancellation form and ensure that all relevant fields are filled in, or we will be unable to process the cancellation. The form can be accessed here:  
  
<https://synaq.typeform.com/to/jvWkzO>
2. Please indicate if the client requires their email data. If so, we will obtain the data size and your Account Manager or a Customer Success Manager will provide you with a proposal for mail extraction, for acceptance, signature and payment.
3. Once the cancellation form has been submitted, you will receive a cancellations reference number. Thereafter, a SYNAQ Customer Success Manager will be in contact to confirm cancellation and advise if there is anything additional required.
4. Once confirmed, your cancellation will be finalised 30 days from confirmation of the cancellation (this excludes cancellations that require data extraction to be performed).

### Data Extraction Process:

1. Data extractions are executed upon the receipt of payment confirmation.
2. Time frames for data extraction vary based on quantity of data being extracted.
3. You will be required to provide a powered external hard drive for the data to be uploaded onto and a chain of custody form needs to be filled in and signed off prior to and post collection of the external hard drive.
4. The delivery address can be confirmed thereafter.

For access to best practice guides on this process, click [here](#).





Ballyoaks Office Park, Ground Floor Golden Oak House, 35 Ballyclare Drive, Johannesburg, 2021.

PO BOX 342, Strathavon, Sandton 2031 Tel +27112623632 Fax +27866378868 [www.synaq.com](http://www.synaq.com)

VAT 4260108842 REG 1966/005897/07 Copyright © SYNAQ (Pty) Ltd. All rights reserved.