

# What Is The WestHost Verification Policy

*To ensure the privacy and security of all of our customers, WestHost upholds a strict verification policy.*

WestHost Employees will not make changes of any type to any account or release information about an account without proper verification. This includes making changes to resolve mistakes made by clients (misnamed files, wrong file permissions, or file restoration from backup).

Before making changes to any account, be prepared to verify the last 4 digits of the credit card on file or the admin account password.

WestHost wants to be as helpful as possible to those that are contacting us. If we see an obvious problem but are unable to obtain the required security verification to resolve the problem, we will be unable to resolve your issue.