

# C8 SUPPORT DOCUMENT

## Purpose of this document

This document describes how users of the C8 Hedge Copilot agent can obtain support, report issues, and request assistance. It is intended to meet Microsoft Marketplace support documentation requirements for Apps and agents for Microsoft 365 and Copilot.

## Product scope

C8 Hedge is a professional-grade Copilot agent developed by C8 Technologies Ltd. It provides FX hedging insights, portfolio risk analysis, and decision-support functionality for institutional and professional users within Microsoft 365 Copilot.

## How to get support

Users can request support by contacting the C8 Technologies team using the details below. Support is provided for functional issues, access problems, and general product questions related to the C8 Hedge Copilot agent.

## Support contact

Email: [info@c8-technologies.com](mailto:info@c8-technologies.com)  
Website: <https://www.c8-technologies.com>

## Information to include when contacting support

To help us resolve issues efficiently, please include the Microsoft 365 tenant name, user role, a description of the issue, the date and time of occurrence, and any relevant screenshots.

## Availability and response

Support requests are handled during UK business hours. C8 Technologies aims to respond to support inquiries within a commercially reasonable timeframe.

## Limitations

Support does not include investment advice, execution services, or guarantees of financial outcomes. The C8 Hedge Copilot agent provides informational outputs only.

## Company details

C8 Technologies Ltd  
London, United Kingdom

*Last updated: March 2026*