

CIBERIA TRUST SCORE POLICY

Effective Date: 20/06/2026

This Trust Score Policy ("Policy") explains how CIBERIA's Trust Score system operates. The Trust Score system is designed to promote safer interactions, reward positive marketplace behavior, and improve confidence among users of the CIBERIA platform ("Platform").

By using CIBERIA, you acknowledge and agree that your activities on the Platform may influence your Trust Score.

1. PURPOSE

CIBERIA's Trust Score system exists to:

- Encourage trustworthy behavior;
- Improve buyer and seller confidence;
- Promote accountability;
- Reward positive participation;
- Discourage fraudulent conduct.

Trust Scores are intended as informational tools and should not be interpreted as guarantees of reliability.

2. TRUST SCORE PHILOSOPHY

Trust is earned through actions.

Trust Scores reflect patterns of behavior rather than isolated events and may change over time based on a user's conduct.

Trust Scores may apply to:

- Buyers;
- Sellers;
- Verified businesses.

3. TRUST SCORE EVENTS

The following activities may influence Trust Scores:

Event	Score Impact
Email Verified	+10
Phone Verified	+10
ID Verified	+25
Seller Verified	+25
Business Verified	+50
Completed Transaction	+5
Positive Review	+2
Reported Scam	-25
Confirmed Fraud	-100
Rejected Verification	-10

CIBERIA reserves the right to modify scoring values as necessary to improve platform integrity.

4. ID-VERIFIED USER WEIGHTING

To preserve the integrity of the Trust Score system:

Only ID-verified users may influence Trust Score events related to:

- Positive Reviews;
- Scam Reports;
- Certain trust-related investigations.

This measure is intended to reduce manipulation and improve confidence in user-generated feedback.

5. BUYER TRUST SCORES

Buyer Trust Scores may reflect factors such as:

- Verification completion;
- Successful transactions;
- Review activity;
- Participation in dispute resolution processes;
- Compliance with Platform policies.

6. SELLER TRUST SCORES

Seller Trust Scores may reflect factors such as:

- Verification completion;
- Fulfillment of transactions;
- Review outcomes;
- Compliance with seller obligations;
- Investigative findings.

7. TRUST BADGE LEVELS

CIBERIA may assign visual Trust Badges reflecting a user's standing.

Badge categories may include:

- Crimson
- Platinum
- Gold
- Silver
- Bronze

Badge thresholds are proprietary and may change over time.

Trust Badges do not guarantee outcomes or reliability.

8. ACCOUNT REVIEW THRESHOLDS

Accounts falling below minimum trust thresholds may be subject to review.

Examples include:

- Repeated substantiated complaints;
- Multiple confirmed violations;
- Persistent fraudulent behavior;
- Significant Trust Score declines.

Reviews may result in:

- Educational warnings;
- Temporary restrictions;
- Verification reassessment;
- Suspension;
- Account termination.

9. FALSE REPORTING AND REVIEW ABUSE

CIBERIA prohibits attempts to manipulate Trust Scores.

Examples include:

- Coordinated false reporting campaigns;
- Submission of dishonest reviews;
- Use of duplicate accounts;
- Retaliatory reporting.

Where multiple sellers report that a buyer has engaged in false review practices, CIBERIA may initiate an investigation.

Confirmed abuse may result in enforcement action.

10. INVESTIGATIONS

CIBERIA reserves the right to investigate activity affecting Trust Scores.

Investigations may include:

- Review analysis;
- Verification reviews;
- Examination of transaction histories;
- Safety-related assessments.

Users may be required to cooperate with reasonable investigative requests.

11. APPEALS

Users may request review of certain Trust Score-related decisions.

Appeals should include:

- Relevant supporting information;
- Explanation of the circumstances involved.

Submission of an appeal does not guarantee modification of Trust Scores.

Repeated misuse of appeals processes may result in restrictions.

12. LIMITATIONS OF TRUST SCORES

Trust Scores:

- Are informational tools only;
- Should not replace personal judgment;
- Do not guarantee honesty or performance;
- May be influenced by evolving marketplace conditions.

Users remain responsible for exercising caution during transactions.

13. POLICY MODIFICATIONS

CIBERIA reserves the right to revise this Policy as the Platform evolves.

Changes may occur to:

- Scoring criteria;
- Badge systems;
- Investigation procedures;
- Enforcement standards.

Material changes will be communicated through appropriate channels.

14. GOVERNING LAW

This Policy shall be governed by the laws of the Republic of Trinidad and Tobago.

Users remain responsible for complying with laws applicable within their own jurisdictions.

15. CONTACT US

Questions regarding this Policy may be directed to:

CIBERIA Trust & Safety Team

Email: iddtfamily@gmail.com

Website: [CIBER](#)

By using CIBERIA, you acknowledge that you have read, understood, and agree to this Trust Score Policy.