Haven

Safe for you. Safe for every Speaker.

The Haven Companion Handbook

Everything about Haven in one place: what we stand for, the promises we keep, how to stay safe, and what to do when a call becomes difficult.

Dear Companion,

Welcome to Haven. This handbook brings together everything that keeps you, and the people you talk to, safe and respected.

Read it once fully before your first call. After that, keep it handy. Whenever something feels unsure, the answer is here, and our support team is always one message away, 24×7.

With warmth, Team Haven

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1 Haven, and your place in it

In short: Haven is a place where people come to talk and feel heard. You are the caring voice who answers.

People call Haven after a hard day, when they feel lonely, when something is on their mind, or simply for good company. They pay for every minute, so every call should feel worth their time: warm, honest and real.

Not therapy

You are a caring listener, not a counsellor or doctor. No diagnosis, medicines, legal or money advice.

Not dating

Every conversation stays friendly and respectful. Flirting, romance and sexual talk are never part of Haven.

What Haven gives you

- **Free to join.** No joining fee, training fee or deposit. Ever.
- **Your hours.** Work from home, on your phone, when it suits you.
- **Paid four times a month** to your UPI: the 7th, 15th, 23rd and last day. Full details are in your Earnings and Payout Policy.
- **Your number stays private.** Every call and chat happens inside the app.
- **Support 24×7** through Help and Support in the app, or hello@myhavenclub.com.

How Haven contacts you

Only through the Haven app, email from **hello@myhavenclub.com**, or your Haven contact during onboarding. Haven will **never** ask you for money, an OTP, your UPI PIN or your password. Anyone who does is not Haven.

2 Your promises as a Companion

In short: These promises are part of your Companion Agreement. They protect you, the Speakers, and the trust that makes Haven work.

Promise	Always	Never
1 · Respect	Be patient and kind. Let Speakers end a call whenever they want.	Mock, shout, lecture, or push your religious or political views.
2 · Everything stays on Haven	Talk only through the app. Say no kindly to contact requests.	Share or ask for numbers, social media, photos or addresses. Meet a Speaker.
3 · Friendly, never romantic	Keep it warm and friendly. Redirect flirting once, then end the call.	Flirt, use romantic words, hearts or pet names, or comment on looks.
4 · A listener, not a professional	Share your view as a friend, only if asked. Suggest a professional when needed.	Diagnose, suggest medicines, or give legal or money advice.
5 · Their words stay private	Keep what Speakers tell you to yourself.	Record, screenshot or share any call or chat, even without names.
6 · No money outside Haven	Refuse any offer of money, gifts or "help".	Take or send money, gifts or recharges. Share an OTP. Ask for ratings.
7 · Be honest, be you	Use your own verified account and a true profile.	Let anyone use your account, or make a second one.
8 · Show up fairly	Be ready to answer when online. Go offline when you can't.	Fake being online, keep idle calls running, or arrange fake calls.
9 · Speak up for safety	Tell support straight away if someone may be in danger.	Ignore talk of harm, or promise to keep a dangerous secret.

10 · Haven's name	Feel free to say you're a Haven Companion.	Post about Speakers or calls, use Haven's logo, or spread false claims.

If a rule is broken

1. **Small slips**
   A friendly reminder first, then a written warning, then a short suspension if it keeps happening.
2. **Serious breaches**
   Immediate suspension or the end of your agreement: taking Speakers or payments outside Haven, romantic or sexual talk, sharing a Speaker's private information, recording calls, fraud or fake calls, a false identity, or accepting money from Speakers.
3. **Always a fair process**
   We check the facts, tell you why, and you can share your side at hello@myhavenclub.com. Everything you earned honestly is paid.

Our promise to you

You will never be punished for protecting yourself. Ending an unsafe call, blocking a Speaker or reporting a problem is always the right thing to do.

3 Your privacy and safety

In short: Haven keeps your identity hidden. Small details you share can still reveal who you are, so keep personal life out of calls.

Speakers can see

- Your first name
- Your profile photo, story and voice intro
- Your languages and usual online hours

Speakers never see

- Your phone number
- Your surname, address or ID
- Your verification selfie
- Your UPI or payout details

Never share in a call or chat

Your surname, number, email or social media; your address, area or landmarks; your workplace, college or children's school; photos of you, your home or family. A few small clues together can identify you: "I live near the big temple and take the 8 o'clock bus" is already too much.

IF A SPEAKER ASKS PERSONAL QUESTIONS

"Main apni personal baatein private rakhti hoon. Aap bataiye, aaj din kaisa gaya?"

Keep your phone and account safe

- Lock your phone. Use only your own phone for Haven.
- Never share an OTP, UPI PIN or password with anyone, including someone "from Haven".
- Never install screen-sharing apps (like AnyDesk) because someone asked.
- Use earphones, so calls stay private at home.
- Keep your UPI correct and in your own name. Never let anyone change it for you.

Social media and real life

- Pick a profile photo that doesn't show your house, street, vehicle number or workplace.
- Keep your social media private if you can. If a Speaker finds you there, don't reply: block them and report it to Haven.
- **Never meet a Speaker,** however genuine they seem.
- Tell someone you trust at home that you work as a Haven Companion.
- If you ever feel unsafe in real life, call **112**. For harassment of women, you can also call **181**.

4 Scams, and how to spot them

In short: If anyone asks you to pay, share an OTP or enter your UPI PIN in order to earn or receive money, it's a scam.

What the scammer says	The truth
"Pay ₹999 to get more calls" or "Pay a fee to unlock your account."	Haven is free. You never pay to work.

"I'm calling from Haven. Tell me the OTP you just received."	Haven never asks for an OTP. Hang up and report.
"Your payout is pending. Click this link to claim it."	Payouts come to your UPI automatically. Never click.
"Accept this request and enter your PIN to receive money." / "Scan this QR."	You never need a PIN or QR to *receive* money. A PIN always sends money out.
A Speaker: "Lend me ₹2,000" or "Give me your UPI, I'll send a gift."	No money ever moves between you and a Speaker. Refuse and report.
"I sent you ₹5,000 by mistake, please return it" (with a screenshot).	Screenshots are easily faked. Check your own bank app. Never send money back.
"Install this app so I can fix your account."	Screen-sharing apps let scammers see your OTPs. Never install.
"Pay me, or I'll share your photos / tell your family."	Don't pay, don't reply. Save the messages and report.

If something goes wrong

1. **Stop**
   Don't pay anything more, share any more details, or reply.
2. **Call 1930 immediately**
   The national cyber crime helpline. The first few hours matter most. Also file a complaint at cybercrime.gov.in.
3. **Call your bank**
   Ask them to block your account or UPI if needed.
4. **Tell Haven**
   Through Help and Support or hello@myhavenclub.com, so we can protect you and others.

5 When a call becomes difficult

In short: Ask yourself: is it just uncomfortable, is someone crossing a line with me, or is someone in danger? That tells you what to do.

1 · Uncomfortable, but manageable

Stay calm, guide the conversation, keep going.

2 · Someone crossing a line

Redirect once → if it continues, end the call → block and report.

3 · Someone may be in danger

Follow the steps in section 6, then tell support with **URGENT**

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Unsure? Treat it as the more serious kind. To report: use **Block and Report** on the call or chat screen. If someone may be in danger, also message Help and Support (or hello@myhavenclub.com) starting with **URGENT**. Include the Speaker's name or ID, the time, and what happened in two or three lines.

Situations you can handle on the call

Angry about their life

Their anger is about their situation, not you. Let it out, don't argue or take sides.

> "Main samajh sakti hoon aap kitne gusse mein hain. Bataiye, kya hua?"

Wants a doctor, therapist or lawyer

Don't diagnose or advise. Suggest the right professional, and keep listening.

> "Main doctor nahi hoon, aur galat salah nahi dena chahti. Iske liye ek professional sahi rahega. Aap kaisa feel kar rahe hain, uski baat karte hain."

Feels low or hopeless

Listen with care, don't rush to cheer them up. If you sense something deeper, ask directly. Asking does not put the idea in their mind.

> "Yeh sach mein bhaari lag raha hai. Kya main ek baat poochun: kya aapke mann mein khud ko nuksaan pahunchane ka khayal aaya hai?"

Shares their own number or address

Don't save or use it. Remind them to keep everything on Haven.

> "Apna number apne paas hi rakhiye, aapke liye bhi yahi safe hai. Main Haven pe hamesha hoon."

When someone crosses a line

Flirting or romantic talk

"Your voice is so sweet." "Are you single?" Redirect once. If it continues: end, block, report.

> "Aapse baat karke achha lagta hai, par main baatein dosti tak hi rakhti hoon. Chaliye, kuch aur baat karte hain."

Asks for your number, photo, address, or to meet

Say no warmly, every time. If they keep asking: end, block, report.

> "Main sirf Haven pe hi baat karti hoon, aur kisi se milti nahi hoon. Isme hum dono safe rehte hain."

Insults or shouts at you

Set one calm boundary. If it continues, end the call. You don't need to explain. Block and report.

> "Main aapki madad karna chahti hoon, par is tarah baat hogi toh main call aage nahi kar paungi."

Gets too attached

"Only you understand me." "I love you." Calling for hours every day. Be kind and clear. If it keeps growing, block directly and report.

> "Mujhe achha lagta hai ki hamari baatein aapki madad karti hain. Main yahan ek dost ki tarah hoon, aur chahti hoon ki aapke aas-paas bhi log hon jinse aap baat kar sakein."

Money, gifts or OTPs

Refuse. End the call, block and report. Always.

> "Yeh main nahi kar sakti. Haven pe sab kuch app ke andar hi rehta hai."

6 When someone may be in danger

In short: Stay calm, stay with them, guide them to real help, and tell Haven support with URGENT. You don't have to solve it alone.

Thoughts of suicide or self-harm

Clear signs: "I want to die." "I'm going to end it." **Hidden signs:** "Everyone would be better off without me." "This is my last call." Saying goodbye.

First, ask calmly and directly:

"Kya aap apni zindagi khatam karne ke baare mein soch rahe hain?" · "Kya aapne soch rakha hai kaise?"

How serious	What you do
Low sad, hopeless, no thought of ending their life	Listen with care. Mention help is available. No report needed.
Serious thinking about it, no plan	Follow the steps below. Share Tele-MANAS (14416). Report with **URGENT** straight after the call.
Immediate danger a plan, the means, a time, or already hurt	Ask them to call **112** now, or get someone nearby. Stay on the call. Message support with **URGENT** as soon as you can.

1. **Stay calm, stay on the call**
   Speak slowly and gently. Don't hang up suddenly.
2. **Listen without judging**
   "Aapne mujhe bataya, iske liye thank you. Main abhi aapke saath hoon."
3. **Don't promise secrecy**
   Their safety matters more.
4. **Guide them to help**
   "Aisi baaton mein madad ke liye trained log hain, kisi bhi waqt. Kya aap Tele-MANAS ko 14416 pe call karenge? Yeh free hai." Encourage them to reach someone they trust nearby.
5. **Report with URGENT**
   As soon as you can.

NEVER

Argue · say "you don't mean it" · judge · panic · discuss methods · promise secrecy

Other situations where you act immediately

Situation	What you do

Sexual talk or harassment	Don't redirect. End the call immediately. Block and report. Take a moment before your next call.
Threats ("I know where you live")	End the call. Report with **URGENT**, with their exact words if you can. They can't see your details. If you ever feel unsafe in real life, call 112.
Seems under 18 ("I'm in Class 10")	End politely and report: "Call karne ke liye thank you. Haven sirf adults ke liye hai, isliye mujhe call khatam karni hogi. Apna khayal rakhiye."
Shares abuse ("My husband hits me")	Believe them. Don't ask for details. Share 181 (women) or 1098 (child), 112 if in danger now. Report with **URGENT**.
Drunk or high, at risk	Keep it simple. Encourage them not to drive and to reach someone nearby. If in danger, ask them to call 112. Report with **URGENT** if worried.

14416
Tele-MANAS, free 24×7 mental health helpline (also 1-800-891-4416)

112
National emergency number

181
Women Helpline

1098
Childline

7 After a difficult call, and looking after yourself

In short: Report it, take a break, and let us look after you too.

- **Report** through Block and Report, and with **URGENT** if someone may be in danger.
- **Take a break.** If you go offline right after a serious situation (self-harm, harassment, threats or abuse) and report it, you keep that day's ₹100 fixed pay.
- **Ending an unsafe call never counts against you.** Not for earnings, not for ratings.
- **We'll check on you** within 24 hours after any serious situation.

Looking after yourself

- Take short breaks between calls, especially after a heavy one. Water, a stretch, fresh air.
- It's okay to end a call that is draining you: "Mujhe ab call khatam karni hogi. Apna khayal rakhiye."
- Don't carry Speakers' problems home. Listening is enough. You don't have to solve everything.
- Go offline when you need rest. If a call stays with you, talk to us at hello@myhavenclub.com.

You're never wrong for protecting yourself

You can end any call, block any Speaker and report anything that feels wrong, without permission and without explaining. We will always back you up.

8 Quick reference

Situation	What to do
Angry about their life	Listen, let it out, don't argue
Wants medical, legal or money advice	Suggest a professional, keep listening
Personal questions	Keep it light, share nothing personal
Flirting	Redirect once → end → block and report
Asks for number, photo or to meet	Say no → end → block and report
Insults you	One boundary → end → block and report
Over-attached	Be kind and clear → block if needed → report
Money, gift or OTP	Refuse → end → block and report
Suicide or self-harm	Stay · ask · 14416 · 112 if in danger · URGENT
Sexual talk	End immediately · block and report
Threats	End · report URGENT · 112 if unsafe

Under 18	End politely · report
Abuse shared	Believe · 181 / 1098 / 112 · URGENT
Scam, or someone asks for money	Don't pay · 1930 · report to Haven

Ek baat hamesha yaad rakhiye

Haven aapse kabhi paise, OTP, UPI PIN ya password nahi maangega. Aur jo bhi call aapko galat lage, use khatam karna hamesha sahi hai. Hum hamesha aapke saath hain.

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