



## **Do Not Call – Do Not Contact Procedure**

### **Handling Do-Not-Call Questions**

During a telephone call with a consumer, associates may encounter requests such as:

- (a) Information about the Federal Communications Commission's (FCC) Do Not Call legislation;
- (b) How to be placed on the National Do Not Call Registry;
- (c) How to be added to a state-specific Do Not Call list;
- (d) How to be placed on our Company-specific Do Not Call list; or
- (e) A request for a copy of the Company's Do Not Call policy.

If a consumer request is received and does not fall within any of these categories, associates should immediately contact their supervisor to appropriately handle the request.

### **Request for Information about Do Not Call Legislation**

Please direct the consumer to the FCC's telephone number at 1(888) 225-5322, or the FCC's website;

<http://www.fcc.gov/cgb/donotcall/>

### **Requests to be placed on the National Do Not Call List**

Please direct the consumer to the FCC's Do Not Call telephone number at 1(888) 382-1222, or the FCC's website; <http://www.donotcall.gov>

### **Requests to be placed on a State-specific Do Not Call List**

You may direct the consumer to the state's government website where the consumer resides. Generally, state websites are located at: [www.\[nameofstate\].gov](http://www.[nameofstate].gov)

### **Requests to be placed on our Company-specific Do Not Call List**

The associate will verify the consumer's full name, address and telephone number. This information will be sent to [dustin@rickyounginsurance.com](mailto:dustin@rickyounginsurance.com). The Compliance Coordinator will maintain the Company's Do Not Call List for a total of not less than five years to meet the FCC's guidelines.

To ensure consumer names are removed from the lead generation mailings or agent outreach, list updates (if any) will be sent to the following individuals for scrubbing against all lists and databases;

- Administrative Assistant
- Advertising and Leads Coordinator
- New Business Manager

### **Requests for a copy of the Do Not Call Policy**

Please ask for the consumer's name, complete address and phone number. Send the information to the Company's Compliance Department; [dustin@rickyounginsurance.com](mailto:dustin@rickyounginsurance.com) A copy of the Do Not Call policy will be sent to the consumer.