



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 to the National Do-Not-Call Registry;
- (c) How to be added to a state-specific Do-Not-Call list;
- (d) A request 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 that does not fall within any of these categories, you should immediately contact your supervisor.

Requests for Information about Do-Not-Call Legislation

Please direct the consumer to 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 applicable website: <http://www.donotcall.gov>.

Requests to be placed on a State 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 Compliance@Amerilife.com. The Compliance Coordinator will maintain the Company's Do-Not-Call List for not less than five years, but in no event less than the time required by applicable law.

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

- Marketing Director
- Advertising and Leads Coordinator
- AIA Executive Administrative Assistant

Requests for a Copy of the Do-Not-Call-Policy

If an associate is asked for a copy of the policy, the associate should ask for the consumer's name, complete address and phone number. The associate should send the information to the Company's Compliance Department at Compliance@Amerilife.com. A copy of the Do-Not-Call Policy will be sent to the consumer.