

## **Selective** **Do-Not-Call Policy**

### **Purpose**

Federal and state laws impose various obligations on Selective to respect the preferences of any person who does not wish to be contacted for telemarketing purposes. It is Selective's policy and practice to comply fully with all federal and state laws and regulations governing telemarketing and informational calls. Selective employees, contractors, service providers, affiliates, and other persons or entities (collectively, "Representatives") responsible for contacting customers and prospective customers by telephone are required to comply with the policies and procedures set forth herein as well as all applicable laws and regulations.

### **Selective Corporate Do-Not-Call List**

Selective maintains an internal DNC List (the "Selective DNC List") to help ensure that it and its Representatives do not call consumers who do not wish to be contacted by Selective. Any and all consumers who request to be added to the Selective DNC List are added to the list at or about the time the request is made, and in no event more than 30 days from the date of the request.

Selective's Representatives are required to notify Selective about any consumer who has requested to not be contacted regarding Selective's products and services so that they may be added to the Selective DNC List.

Selective and any Representatives that call on its behalf access and scrub against the Selective DNC List prior to making any outbound calls to consumers.

### **National Do-Not-Call Registry**

Selective purchases the National Do-Not-Call Registry ("Registry") annually and obtains a copy on or about the beginning of each calendar month, and in no event more than 31 days prior to a telemarketing call being placed. Selective and any Representatives that call on its behalf access and scrub against the Registry prior to making any outbound telemarketing calls to consumers.

### **State Do-Not-Call Lists**

Selective purchases all applicable state Do-Not-Call lists ("DNC") in accordance with respective state law, and scrubs against such lists prior to placing any outbound telemarketing calls to consumers in such states. Selective requires that all



Representatives who engage in telemarketing on its behalf ensure that they are in compliance with all relevant state laws regarding telemarketing.

Selective trains its employees who are engaged in telemarketing on these policies and compliance with telemarketing laws.

Selective takes compliance with federal and state telemarketing laws and regulations seriously, and thoroughly investigates all consumer complaints.

Effective: April 10, 2018