Everest Call Center Business Practice
Due Diligence Questionnaire

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Each Call Center is reviewed individually. Everest needs to understand the overall business structure and model. Please provide copies of your procedure manual(s) and your response to the questions below of how the Call Center functions in their daily solicitation duties.

NO ROBO DIALERS OR UNSOLICITED OUTBOUND LEAD CALLS PERMITTED.

Form answered by: _____

Name of Organization/Call Center: _____

Address: _____

Contact Information (email and/or phone number): _____

1. **History:**

   Origination date: _____ Years in business as a functioning Call Center: _____

   a. History of products that have been, and are currently being, solicited:

   b. Do you have experience with the Everest product(s) to be marketed: ❑ Yes ❑ No Number of Years: _____

2. **Lead Generation Methods:**

   a. ❑ Mail ❑ Internet ❑ TV ❑ Radio ❑ Other: _____

   b. Names of all internal parties involved: _____

   _____

   _____

   c. Outside Lead Generation Firms, if any: _____

   _____

   _____

   d. Submit copies of ALL lead generation materials (mail, TV, radio, Internet, etc.) that will be used
      EVEREST REQUIRES APPROVAL OF ALL MATERIALS BEFORE SALE OF EVEREST PRODUCTS.

3. **Outline of Sales Process:**

   a. Transparency of Call Center Identity - Calling as "whom"? _____

   _____

   b. What is calling protocol? _____

   c. Are any calls placed through an auto-dialer system?_____

   d. Are outbound calls made? ❑ Yes ❑ No If yes, to whom and why?_____

   e. Planned number of calls/per day: _____

   f. Anticipated number of sales per day: _____

   g. Number of times consumers contacted: _____

   h. How does consumer "opt-out"? ❑ Email   ❑ Phone   ❑ Mail

   i. How do you comply with the requirement for prior written consent? _____

   _____

   j. Phone # provided to consumer to call back? ❑ Yes ❑ No Answered by live person? ❑ Yes ❑ No

k. Phone Number(s) used: _____

l. Describe process for complying with requirement to notify consumers that calls are being recorded: _____

_____

m. Attach copies of all scripts intended for use for Everest's review and prior approval

4. Phone System capability: (Outbound - caller refers to Call Center)

a. Is caller asking for specific party based on lead?: ❏ Yes ❏ No

b. If party not reached, when does caller follow up?: _____ (# of minutes/hours)

5. Phone System Capability: (Inbound - caller refers to consumer)

a. Can caller reach anyone?: ❏ Yes ❏ No

b. Can caller leave message?: ❏ Yes ❏ No

c. When are calls returned to consumer?: _____ (# of minutes/hours)

d. Message Capacity?: _____

6. Complaint Handling Procedures:

a. Submit a copy of your complaint handling policy

b. Submit copies of any forms used to file a complaint: Paper, on-line, etc.

7. Describe and attach a copy of your training procedures for:

a. Telephone Protocol: _____

_____

b. Selling Process: _____

_____

c. Product: _____

_____

d. Refresher training: _____

_____

8. Describe Performance Monitoring (attach documentation if necessary):

a. Of following phone protocols: _____

b. Of Selling Process by each agent: _____

c. Of accurate app submission: _____

9. Is there any history of Call Center DOI/FTC infractions regarding insurance product sale-to-consumer solicitations? ❏ Yes ❏ No

a. If so, please provide details-especially time, date, state, and nature of violation, as well as final disposition. Any relative information that you may want to provide is welcomed and encouraged. (Attach separate sheet(s) as needed).

b. To become TCPA (Telephone Consumer Protection Act) Compliant please attach the following:

• Attach a copy of your Telemarketing and DNC (Do Not Call) Registration

• Attach a letter certifying that Automated Dialers (Robocall) are not utilized by any lead sources

• Attach a copy of TCPA auditing procedures

• Attach TCPA training procedures

10. Submit a copy of your PCI (Payment Card Industry) Compliance Certification, if any.

Date, signature, name and title of individual submitting this form:

Forms must be completed & signed by principal of the Call Center and returned to Everest.

No robo dialers or unsolicited outbound lead calls permitted.

Signature: _____   Date: _____

Name: _____

Title: _____

_____

Is the person who signed immediately above the same person who completed this form? If not, please provide the names(s) of the person(s) who completed this form and accompanying info.

Other Name(s): _____   Title: _____

_____

Additional notes: