

Validate Product Line: Phone Consent

Useful for:

Companies who have consumer phone numbers, need to verify that the phone numbers belong to the correct people, and need to ask for consent of further calling by your company.

Why it's necessary:

Calling the wrong people for collections purposes can lead to CFPB class-action lawsuits, and these lawsuits can cost millions of dollars and cause irreparable damage to your company's reputation. Phone Consent protects you from lawsuits and allows you to collect from the right people who owe because the numbers will be verified and consumers provide consent before your company calls.



Here's how Phone Consent Works

1



You have a file of consumer names with corresponding phone numbers and identification information. You send the file to us.

2



Our agents call the place of employment using compliant scripts and ask if the information on file is correct and for the intended person.

3



Our agents ask a few identification questions to make sure it is the correct person. If it is the right person, our agents ask for permission for further calling, on behalf of your company.

4



The entire call with the consumer is recorded for extra proof of compliance if a consumer dispute arises.

5



After a successful verification call the phone number is considered a verified hit and recorded in the file.

6



When all of the phone numbers in the file have been called, it is sent back to you with indication of the verified hits.

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Results:

At the end of the process, you will have verified phone numbers and consent from the right people. Phone Consent decreases risk of CFPB lawsuits, because consumers cannot bring disputes if prior consent has been given. Because of our verification and consent process, you will contact the right person for collections, eliminating your risk of TCPA law-breaking while also helping to increase your revenue streams.



Give Us a Call!
765.608.5050