Telephone Consumer Protection Act (TCPA) Checklist

A Suggested Guide to Creating a Compliant Customer Call Plan

REGULATORY OPERATIONAL Have you... GOVERNANCE Do you... Determined your responsibilities under the Do you... Telephone Consumer Identify, validate and update Protection Act (TCPA) for the best phone numbers managing cell phones? Document procedures to available for your customers? review the accuracy of customer cell phone numbers regularly? Have a seamless process in Reviewed your obligations place to identify and monitor to protect active duty cell or ported phone numbers military personnel under Schedule regular meetings for proper handling? the Servicemembers Civil with your legal counsel to Relief Act? ensure compliance with federal, state and case law? Use standard processes to identify, flag and manage accounts properly for active Determined your obligations duty military personnel? Define a set of procedures to under the Fair Debt Collection identify and flag active duty Practices Act regarding the military personnel? rights of consumers and your Have a standardized debt collection practices? process to monitor and receive bankruptcy updates on consumers to ensure proper treatment under Identify bankruptcies or bankruptcy law? changes to bankruptcies on all collection accounts? Familiarized your business Regularly train your with the prohibitions against employees on what may be unfair, deceptive or abusive considered unfair, deceptive acts or practices? Train and certify employees or abusive treatment of on rulings, as well as current consumers? policies and processes that ensure regulatory compliance? Verify your active accounts Prepared for future using a data-hygiene process examinations from the to make sure you have Consumer Financial accurate and up-to-date Document your compliance Protection Bureau? contact information for processes for contacting, your customers? protecting and collecting from



consumers?