# Product Compliance Capability

| Key Compliance Component | Compliance Requirement | SaaS Products | | |
|---|---|---|---|---|
| | | SAFE SELECT | OutReach | C3 Payment [1] with Call 2 Action [2] |
| Human Selection System **(HSS)** - (voice, SMS) | TCPA, FL-Robocall | X | | |
| Human Sequence Decision **(HSD)** to contact (voice, SMS) | TCPA, FL-Robocall | X | | |
| Curfew Management<br>        Time Zone management<br>        Contact preference management | TCPA, FL-Robocall, FDCPA | X | X | |
| Contact Timing / Frequency management | TCPA, FL-Robocall, FDCPA | X | X | |
| Autodialer Use | TCPA, FL-Robocall, FDCPA | | X | |
| Consent Management (Written, Verbal, Date) | TCPA, FL-Robocall, FDCPA | X | X | |
| DNC Scrubbing - Customer options available<br>        National, State, Internal<br>        Reassigned number check<br>        Bad Actors (frequent plaintiffs) | TCPA, FL-Robocall, FDCPA | X | X | |
| Opt Out (By medium, by contact number) | TCPA, FL-Robocall, FDCPA | X | X | |
| PCI-DSS Compliant Payments | Payment Card Industry | X | X | X |
| PCI-DSS Compliant Refunds | Payment Card Industry | X | X | X |

**[1]** - C3 Payment and Call 2 Action are embedded in SAFE SELECT and OutReach.

**[2]** - Enables immediate callback or callback scheduling, initiates inbound call, enables distribution of written consent forms and other documents.

*This is not a legal document and is not legal advice.  Consult you own counsel for the necessary legal advice.*