



Compliance Suite

Fraud Prevention and Risk Mitigation

Compliance Suite of Services

The Nexxa Compliance suite of services put you in control of your compliance, with direct reporting and tracking of all scrubbed programs.

With over 130 million phone numbers and growing on the various DNC databases, maximizing the number of phones you can call while staying compliant is crucial. Doing it right is the difference between you leveraging a viable channel and unnecessary claims.

We scrub over 100 million records per year, the compliance platform scrubs over 70 billion records per year. "Zero" violations, fines or lawsuits incurred by our clients.

Nexxa Compliance Suite: Helps protect your assets and your brand image.

- Provides centralized visibility into your program compliance
- Offers various access points to easily integrate into your operations
- Offers various levels of reporting and proactive notifications
- Reduces the heavy lifting internally
- Demonstrates an organized effort for managing compliance





Compliance Suite of Services

Nexxa Compliance Suite: Helps protect your assets and your brand image.

- TCPA & DNC Suppression
- Wireless ID
- Ported Wireless Line Suppression
- Internal DNC
- VoIP ID
- Active Litigator Scrub
- EBR- Existing Business Relationship manager
- Channel Partner Manager Compliance Program
- TCPA Right Party Compliance Processing
- TCPA Internal DNC Database cleanup
- Compliance monitoring
- TruCall ID Monitor –Call number labeling monitor
- Consumer Privacy- Lead ID, transparency and tracking
- Consumer Identity Verification
- Data Research- claim inquiry

Compliance Suite of Services

Nexxa Compliance Scrubbing Services: TCPA & DNC Suppression

- ✓ FTC – Federal DNC Database
- ✓ State DNC Lists
- ✓ Internal DNC Lists
- ✓ EBR – Existing Business Relationship Lists
- ✓ Wireless & Wireless Ported Number Database (FCC) – Required subscription
- ✓ VoIP ID – Add-on subscription
- ✓ Active Litigator Scrub – Add-On subscription

Best Practice Documentation:

- All input records are time and data stamped for processing, providing your record of proof. Centralized compliance
- Insight reporting for scrubbing activity

Service:

Web Access Interface

RESTful API for fast web integration

Real-time services for CRM & Dialer integration.



Compliance Suite of Services

Nexxa Exclusive: DNC Channel Partner Compliance Manager Program

Provides Marketers with real-time DNC compliance services, through an easy to use, secure web interface. The service can be customized to manage internal telemarketing programs as well as channel partners calling on your behalf.

Key Benefits:

- ✓ Protect your brand image from unnecessary claims
- ✓ Increased confidence in your corporate compliance
- ✓ Provides easy management for compliance
- ✓ Ensures company specific compliance requirements are met and consistent
- ✓ Demonstrates an organized effort for managing compliance
- ✓ Offers 24/7 access to review and monitor scrubbing activities
- ✓ Minimizes the risk of channel partners NOT following compliance guidelines
- ✓ Program participants are offered Nexxa leads that are Net callable at time of delivery



Compliance Suite of Services

TCPA Right Party Contact Processing

Helps clients mitigate TCPA risk, both by identifying the wireless numbers and by offering identity verification to verify called party consent.

Why is this needed?

FCC says called party is the actual current subscriber or regular use of the number and originally allowed for one free call exemption, BUT this safe harbor was removed in March 2018.

What programs does this impact?

- Customer Engagement
- Customer Renewal
- Customer Winback
- Text (SMS) Programs

Best Practice Recommendation: it is suggested that you run this process 1-2 days prior to a calling campaign to guarantee the most accurate information possible prior to calling.

Service is available via Batch or Real-time API

Impact if you choose not to be compliant:

Civil penalties of \$18,936 per violation

Private Right of Action

\$500 per call violation – with potential to \$1500



Compliance Suite of Services

TruCall ID Monitor: Call Number Origination Labeling and new laws will impact legitimate businesses.

Why is this needed?

Senate bill, TRACED Act S.151 – passed with bi-partisan support

➤ Civil penalty \$10,000

House bill H.R. 3375, Stopping Bad Robocalls Act- passed unanimously

FCC ruling on June 7, 2019 [CG Docket No. 17-59, FCC 19 51] requires Carriers authenticate and control the labeling and default blocking of call origination numbers.

What programs does this impact?

- Customer Engagement
- Customer Renewal
- Customer Winback

Best Practice Recommendation: it is suggested that you run this process 1-2 days prior to a calling campaign to guarantee the most accurate information possible prior to calling.



Fraud Prevention

Lead ID Management: a better way to manage your TPV and D2D process and reduce the high percent of enrollments that are paid out and end up as invalid, dropped or what I like to call “spoofed” by the agents.

Why is this needed?

Most REPs without this process in place admittedly are paying out on enrollments at a premium especially for D2D only to find out that the enrollments are invalid or dropped. This is revenue lost, unnecessarily.

What programs does this impact?

TPV, D2D primarily



Fraud Prevention

Nexxa Energy Risk Services:

Our service provides the Energy Industry with an effective tool to combat the threat of unauthorized customer account opening, debt collection, and identity theft.

Why is this needed?

To verify consumer identities at the point of enrollment, perform debt collections and help protect the organization from fraud, without turning off legitimate customers.

What programs does this impact?

Enrollments, Collections, your bottom line

Benefits:

Improve operational efficiency

Maximize profitability

Reduce the risk of bad debt and costly fraud

Improve customer engagement

Improve the customer experience

Best Practice Recommendation: Use of authoritative and comprehensive data to verify the identity of the Consumer and mitigate unnecessary risk.

