

## CALL HANDLING POLICY

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- When making or receiving calls, we will ensure that we verify the customer's identity by asking them to confirm two pieces of information (e.g. DOB/Postcode).
- We will provide a valid calling line identification number to which a return call may be made to us with every outbound call.
- We will not make persistent calls to a potential client.
- We will not make telephone calls during unreasonable hours, namely before 8am and after 9pm.
- We will not use threatening or abusive behaviour.
- We will adhere to consumers' requests to no longer make telephone calls to them.
- We will monitor and supervise our sales staff to ensure that we avoid instances of high pressure selling, coaching and the providing of misleading information.
- We will provide consumers with our full legal name, the purpose of the call when making calls.



- Upon request from a consumer we will provide our postal address.
- We will exercise due consideration, in accordance to our Vulnerable Consumers' Policy, when calling consumers that fall within this category.