DO-NOT-CALL POLICY AND PROCEDURE

Northcentral University has adopted and adheres to the policies described below to comply with the Federal Trade Commission’s (“FTC”) and Federal Communications Commission’s (“FCC”) regulations, The Direct Marketing Association's ("DMA") Ethical Guidelines and if applicable, state Do Not Call laws.

We remove from our calling lists the telephone numbers of those individuals who directly request to be removed. While typically removal pursuant to a request is immediate, for full implementation please allow up to 30 days for your name and contact information to be removed. A company specific Do-Not-Call list ("DNC list") is created by such individual requests. An email notification will be sent once your file is placed on our company specific DNC list. Consumers may submit DNC requests by emailing DNC@ncu.edu and providing the number they were called at along with their first and last name.

We retain company-specific DNC requests for a minimum of 5 years. If you move or change your telephone number your request may be deleted. If you wish to re-establish your Do-Not-Call request, please contact us at 866-776-0331.

We have trained our employees that are engaged in telephone marketing on these policies and procedures and we require our employees to follow them at all times.

DNC Qualification
- Inbound Call/Email/SMS/Chat
- Key Phrases include (but are not limited to):
  - Do Not Call
  - No further Contact
  - Take me off your list

DNC Enrollment Advisor Process
1. Enter conversation notes
2. Update consent for automated means “TCPA” to “Opt Out”
3. Mark Lead as DNC in Database
   a. DNC – Deceased – Student passed away
   b. DNC – Overcalled – Student wants to be placed on DNC due to excessive amount of calls received
   c. DNC – Contact by Email Only – Student wishes to communicate via email only. TCPA must remain as “Opt In” to be able to receive emails.
   d. DNC – Student req no further comm from NCU – Student wishes to never receive any communication from NCU.

DNC Enrollment Specialist, Financial Aid and Academic Advisor Process
1. Notate lead (SIS)
   a. Cancel The lead (if not an Active Student)
2. Update consent for automated means “TCPA” to “Opt Out”
3. Email dnc@ncu.edu alias with student information (full name, phone, Email)

All Other
1. Inbound Call
   a. Verify student information
   b. Email dnc@ncu.edu alias with student information (full name, phone, Email)
2. Other inbound electronic means
   a. Send/Forward information to dnc@ncu.edu alias.