

# TCPA Compliance Disclaimer for Agents

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## Telephone Consumer Protection Act (TCPA) Notice

By contacting Members via phone, SMS/text message, or email, you acknowledge and agree to comply fully with all applicable requirements of the Telephone Consumer Protection Act (TCPA). The TCPA governs how businesses may communicate with consumers and requires appropriate consent for marketing communications.

## Agent Responsibility

As an agent, **you are responsible for ensuring that each Member you communicate with has provided valid opt-in consent** for text messages, phone calls, and email communications. This includes:

- Confirming that the **Member has knowingly and voluntarily opted** in to receive SMS/text and email communications.
- Ensuring that a **signed consent form is on file** and accessible if needed for verification or compliance audit purposes.
- Only sending communications that are consistent with the scope of the consent provided by the Member, as required under TCPA guidelines.

## Consent Verification

Our organization maintains a copy of the Member's signed consent form. Agents must ensure that:

- No communications are sent to a Member until their consent is confirmed.
- Communications relate to the services or topics for which the Member provided consent.
- Members are immediately removed from communication lists upon revoking consent.

## Official TCPA Reference

For full guidance on TCPA rules, regulatory requirements, and compliance expectations, please refer to the Federal Communications Commission's official documentation:

**FCC - Rules and Regulations Implementing the Telephone Consumer Protection Act** [\[fcc.gov\]](https://www.fcc.gov/consumers/guides/telemarketing-and-do-not-call-rule)