



**VETERAN™**  
CONTACT CENTER



## Compliance

VCC has taken the initiative to carefully research and understand all compliance issues. Compliance is a complex subject concerning a wide array of regulations. Recognizing the ever-changing marketplace, VCC has in-house legal experts specializing in corporate communications, so we can provide up-to-date changes in policies for our clients.

To ensure proper legal disclosures, our company researches all target states prior to program implementation. This is a precautionary measure provided as a service to all clients to avoid possible litigation or conflicts.



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Once a script has been developed, VCC requires that the script and all marketing materials be approved by the client's organization. It is required that a signed, approved copy be forwarded to VCC prior to program implementation. VCC supplies clients with program specific Compliance Audit Forms. This allows VCC to retain written documentation for your convenience in the event of an audit.

★ **Some of the Areas of Regulation include:**

- Federal: Client –Specific Do Not Call Lists
- Federal: National Do Not Call Registry
- “May I Continue” Provisions
- Negative Response/No Rebuttal Provisions
- Required Disclosures
- State Do Not Call Lists
- Calling Time Constraints
- Specific Outbound Calling Restraints-Federal Provision