



West Penn Legacy Group, LLC Do Not Call Policy

If you don't want to receive sales calls from West Penn Legacy Group, you can ask us to place your telephone number on our "Do Not Call" list. In compliance with federal and state laws, we'll document your request immediately. Please allow up to 30 days for your telephone number to be removed from any sales programs that are currently underway.

- Your request can be in writing or by phone, and must include, at a minimum, your telephone number.
- If you have multiple telephone numbers, tell us all numbers that you want to be included.
- You'll remain on our "Do Not Call" list permanently, unless you ask to be removed.
- If your telephone number ever changes, you must give us your new information for your "do not call" status to remain in effect.

When we solicit prospective customers, we also honor "do not call" requests on behalf of consumers listed on the National Do Not Call Registry maintained by the Federal Trade Commission and various state-agency lists. Many state "Do Not Call" regulations permit companies to contact their own customers even though they are on these "Do Not Call" lists. Therefore, if you are a customer, you may be contacted by us even though you are on a state or the national "do not call" list. If you do not want to be contacted by West Penn Legacy Group, even though you are a customer, simply follow the steps above to be placed on the West Penn Legacy Group "Do Not Call" list, and your request will be honored.

Being on the West Penn Legacy Group "Do Not Call" list means that you won't receive sales calls from anybody representing West Penn Legacy Group. We may still contact you, however, for non-solicitation purposes. This would include things like surveys, billing, and other service-related matters.

All employees who engage in outbound telephone solicitation are trained in this policy and are made aware of these procedures before they are allowed to place calls to consumers. Management reviews the policy with these employees on a regular basis. The methods and procedures in this "Do Not Call" policy are reviewed by West Penn Legacy Group on a quarterly basis. If a consumer requests a copy of our "Do Not Call" policy, we will send a copy via U.S. mail or electronic mail. The "Do Not Call" policy is also posted on the West Penn Legacy Group Website.