

Revised 5/29/2023

Gen Mobile DO-NOT-CONTACT POLICY

This policy is provided in response to customer requests for Gen Mobile's "Do Not Contact" Policy.

Gen Mobile maintains an internal list of contact information of persons who have indicated that they do not wish to receive solicitation communications from us (Gen Mobile's internal "Do Not Contact" or DNC list). Customers may request, by telephone or in writing, that our company stop contacting them and place their information on our company specific DNC list. Although we may ask for name, address and telephone number, we will accept a request if the customer only wishes to provide limited information.

Gen Mobile respects a customer's desire to stop communications and have their information added to our internal DNC lists. Because of that desire, Gen Mobile has implemented processes to honor the customer's request.

When we receive a request, we will add that information to our internal DNC list(s). In some instances, it may take up to 30 calendar days to remove information from our campaign lists. Gen Mobile's internal DNC list includes only the specific information that customers have asked to be added to that list. If you move, or change your contact information, you will need to provide us with the new information if you would like us to add you to our DNC list. Our DNC list applies only to marketing communications. As a result, we may still call you for non-marketing purposes.

Gen Mobile works to train its personnel who engage in outbound communications on the requirements set forth in this policy and to make them aware of Gen Mobile procedures. We also take steps to confirm that relevant personnel review this policy periodically.

If you notify us that you have received a communication from us after you have already requested that your information be placed on our internal DNC list, we will investigate. We will work to confirm whether the information is on our DNC list and, if it is not, we will add it to our DNC list.

In addition, the Federal Trade Commission offers a free service to customers that allows them to place their telephone number on a National Do Not Call Registry. Customers may add their telephone numbers to the list either by calling (888) 382-1222, or through the internet at www.donotcall.gov. It may take several weeks before noticing a reduction in calls. Please note that even if you add your number(s) to the Registry, Gen Mobile may still contact you in accordance with applicable law.

If you have questions, please contact our Customer Care at (833) 528-1380.