



**CORPORATE APPLICATION FOR PACE-SRO ACCREDITATION**

Pursuant to the terms and conditions as defined by PACE Self-Regulatory Organization (“PACE-SRO”), it is a requirement for companies seeking to obtain PACE-SRO Accreditation to complete this application.

Additionally, applicants must pay a non-refundable application fee of \$3,500 to PACE. Upon successfully completing the application, audit and receiving approval from the PACE Board, the company may be awarded PACE-SRO Accreditation and the Accreditation seal for public display. The accreditation process must be completed within one (1) year of application, after which, a new application and fee of \$2,000 must be provided to continue the accreditation process.

By applying for PACE-SRO Accreditation, the applicant company hereby agrees to permit PACE to publicly disclose the granting of accreditation to applicant companies.

PACE shall provide upon payment of the application fee complimentary access to the PACE Regulatory Guide for a period of three (3) months. Log-in credentials will be provided to the individual identified as the company representative below.

Should PACE-SRO Accreditation be awarded to a company, it is awarded for a term of three (3) years from date of accreditation subject to verification reviews stipulated in form and content by the PACE-SRO and PACE. Remediation of issue identified in the independent audit must be remediated within one year of the date of the audit or the company will be required to reapply for Accreditation.

<b><u>Applicant Company Name:</u></b>	<b><u>Company Representative:</u></b>
<b><u>Company Address:</u></b>	<b><u>Company Rep Email:</u></b>
<b><u>Company Telephone Number:</u></b>	<b><u>Company Fax Number:</u></b>

**Check all accreditation categories sought:** inbound  outbound  charity

**Check applicable payment method:** check enclosed  please bill my credit card

I hereby authorize PACE, PACE-SRO and the PACE Board of Directors to review my company’s candidacy for PACE-SRO Accreditation and warrant that I am duly authorized by the Applicant company to represent them seeking PACE-SRO Accreditation. I understand that this application does not represent final nor any provisional approval of Accreditation, and that until I or my company is notified of final PACE-SRO Accreditation by PACE, I shall make no representations of final PACE-SRO Accreditation. I and my company understand that the application fees for accreditation are non-refundable.

Visa  MasterCard  DiscoverCard

Card # \_\_\_\_\_

Security Code: \_\_\_\_\_ Exp: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Signature: \_\_\_\_\_

BY: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

<p><i>For PACE Use Only: Audit No. _____ Date: _____</i></p> <p><i>Review Committee _____ Trustee Committee _____</i></p>
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\* Please return this application with your company’s \$3,500 check to the following:  
 Marissa Mitchell with Mac Murray & Shuster LLP, 6525 West Campus Oval, Suite 210, New Albany, Ohio 43054

\*\* If paying by credit card, this form can be emailed to Marissa at [mmitchell@msslawgroup.com](mailto:mmitchell@msslawgroup.com)

\*\*\* For specific questions about the audit process, please contact Sara Brooke with Compliance Point: [sbrooke@compliancepoint.com](mailto:sbrooke@compliancepoint.com).



## **PACE SRO REQUIRED AFFIRMATIONS**

### **1. CONSUMER BILL OF RIGHTS**

- 1.1. Members commit to uphold the highest standards of conduct in customer engagement, consistent with the following principles:
- 1.1.1. Be fair, responsible and honest, and follow the standards set forth herein as well as applicable federal and state laws and regulations.
  - 1.1.2. Treat consumers with courtesy, dignity and respect.
  - 1.1.3. Provide accurate information in a clear and understandable manner in all communications with consumers.
  - 1.1.4. Not engage in undue sales pressure or unfair, deceptive or abusive tactics.
  - 1.1.5. Respect consumers' privacy and protect their information in a secure manner.
  - 1.1.6. Provide prompt, high-quality customer service designed to respond to consumers' changing needs and expectations.

### **2. INTRODUCTION**

- 2.1. These Standards establish general principles and guidelines related to telephonic communications between Members and Consumers. They specifically apply to all Outbound and Inbound Calls, and the Policies and Procedures, Monitoring/Auditing practices, and Recordkeeping requirements associated with such Calls. (For ease of reference, Standards governing Calls made and/or accepted by or on behalf of Non-Profits, Outbound Business to Business Calls, and Outbound Calls completed for Political Purposes are included in separate Sections.)
- 2.2. These Standards create a floor, not a ceiling - no Member is precluded from implementing policies and procedures that provide greater protections than those afforded Consumers under these Standards. Not all of the rules, guidelines and recommendations in these Standards will apply to all Members, and controls in addition to these Standards may be required.
- 2.3. Where there is a conflict between these Standards and any state and/or federal rule governing teleservices practices, the state and/or federal rule shall prevail.
- 2.4. Whenever a question exists as to the scope of the applicability of any of these Standards, the assumption is that such Standard shall be interpreted broadly (unless specifically indicated otherwise) to protect Consumers' interests to the maximum extent possible.
- 2.5. All Members recognize that each is individually and, as appropriate, collectively (with other Sellers, Service Bureaus, and/or Service Providers with whom the Member does business) responsible for ensuring strict adherence to these Standards.
- 2.6. No Member shall provide substantial assistance or support to any person or entity when that Member knows or consciously avoids knowing that the person or entity is engaged in any act or practice that is prohibited under these Standards.
- 2.7. These Standards are designed to clarify and streamline compliance for Members, while at the same time creating a responsive and flexible framework that will support and encourage innovation within the teleservices industry. These Standards shall therefore be amended over time as necessary to reflect advances in technology and developments related to industry best practices that better satisfy the developing and ever-changing needs of Consumers.
- 2.8. It shall be the responsibility of all Members to ensure they remain up-to-date with regard to any changes within these Standards.
- 2.9. In all circumstances, Members shall rely upon the advice of competent legal counsel before implementing these Standards.

### **3. OUTBOUND STANDARDS**

#### **3.1. National Do Not Call Registry**

- 3.1.1. Members commit to strict adherence to all rules and regulations governing access to, use of, and compliance with the National DNC Registry, as well as these National DNC Registry Standards.

#### **3.2. State Do Not Call**

- 3.2.1. All Members recognize that certain states have chosen to create and maintain DNC programs that operate separately from and independently of the national DNC registry. Members commit to strict adherence to all rules and regulations governing access to, use of, and compliance with state-run DNC programs.

#### **3.3. Wireless Calling**

- 3.3.1. All Members recognize that Outbound Calls to Consumers' Wireless Communication Devices (see Definitions) impact Consumers' privacy rights in a different manner than Calls to Landline Devices. These Standards are designed to take such differences into account, while at the same time streamlining permission requirements for Sales Calls in a manner that corresponds with similar provisions in other sections of the Standards.

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SIGNATURE OF EXECUTIVE OFFICER/REPRESENTATIVE

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DATE

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PRINT NAME

