



Thrivent Financial Robocall Data Mitigation Plan

STIR/SHAKEN has been implemented for calls originating from Thrivent Financial to external subscribers. This functionality has been put in place in partnership with Twilio Inc., Thrivent Financial's downstream provider for voice calls.

Thrivent Financial uses Twilio Inc. (Twilio) as a numbering partner. All numbering is 100% provided by Twilio. Twilio manages the termination of calls to the Thrivent Financial network via SIP.

Thrivent Financial leverages an internal proxy service to make API calls to Twilio to initiate voice messages. Authentication methods are in place to only allow calls to Twilio via the proxy service. Security controls are also in place to prevent external services from leveraging the proxy service; only authorized, internal services can initiate calls to the proxy service.