

Robocall Mitigation Program Description | Snappy Kraken (DBA Convos)

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Introduction

Snappy Kraken provides a texting platform for financial advisors, branded as Convos. With plans to enable call forwarding for our users, we are committed to implementing robust robocall mitigation strategies, ensuring compliance with the STIR/SHAKEN framework to combat caller ID spoofing and unwanted calls.

Objective

Our primary objective is to secure our call forwarding feature against robocalls and spoofing, ensuring our financial advisors' communication remains trustworthy and uninterrupted.

STIR/SHAKEN Compliance

We will adopt STIR/SHAKEN standards to authenticate caller IDs for all forwarded calls. This ensures that calls made to and from Convos numbers are verified, reducing the risk of spoofing and fraud.

Monitoring and Blocking

Continuous monitoring of call traffic will be in place to identify and block suspicious call patterns, ensuring our platform remains a safe communication channel for our users.

Education and Tools for Users

We will provide our users with information on how to identify and manage unwanted calls, including the use of tools to report suspicious activities directly from their Convos dashboard.

Commitment to Compliance

Snappy Kraken is dedicated to regular compliance updates and will maintain open communication with regulatory bodies to ensure our practices meet all required standards.

Contact Information

For further inquiries or concerns about our robocall mitigation efforts, please contact us at jake@snappykraken.com