



Robocall Mitigation Strategy

Robocall Mitigation Strategy

Benefitalign LLC depends on third-party carriers for all our US call terminations. These carriers are registered in the FCC's Robocall Mitigation Database, and we are actively collaborating with them to ensure that calls are correctly signed according to STIR/SHAKEN standards.

Customer Identification Process

Benefitalign LLC, adheres to a robust Know Your Customer (KYC) policy, which includes procedures to thoroughly understand and assess our clients. We verify the identities of prospective customers before initiating any business relationship. Additionally, we monitor existing customers' traffic for any signs of abuse.

Traceability and Compliance

Our network logs all calls in strict compliances with the privacy guidelines, enabling us to trace any call back to its originating customer if necessary. Benefitalign LLC enforces a strict policy against fraudulent, scam, and robocall activities. We pledge to respond to traceback requests from the Commission, law enforcement agencies, and the industry traceback consortium, cooperating with them to investigate and halt any illegal robocalls using our service to make calls.

For any law enforcement inquiries, please contact us at support.prod@benefitalign.com

Sincerely,

Management Team

Benefitalign LLC.