

ROBOCALL MITIGATION PROGRAM DESCRIPTION

Filer: National Coin Group LLC

Date: February 11, 2026

1. Overview of Outbound Operations National Coin Group LLC operates a professional sales environment in Boynton Beach, Florida, with approximately 15 agents. The company's outbound dialing is strictly limited to legitimate business-to-consumer sales regarding precious metals and numismatics. All of this inventory is guaranteed authentic and delivered physically.

2. Human-Initiated Dialing Only Every outbound call originated by the filer is manually initiated by a live human agent. The company does not utilize any of the following:

- Automated Telephone Dialing Systems (ATDS).
- AI-generated voice systems or "Soundboard" technology.
- Pre-recorded messages or "robocall" technology.

3. Customer Verification and Consent National Coin Group LLC only places outbound calls to:

- Existing customers with an established business relationship.
- Inbound leads who have explicitly requested a phone consultation.
- Verified business prospects who have opted-in to receive communications. The company does not engage in cold-calling of unverified prospects, nor does it send cold outbound text messages or emails.

4. Monitoring and Compliance To prevent any misuse of the network, management performs the following:

- **CDR Review:** Recurring reviews of Call Detail Records (CDRs) to identify and investigate any unusual spikes in call volume or short-duration call patterns.
- **Agent Oversight:** Direct supervision of the 15-agent sales floor to ensure all outbound traffic remains human-initiated and compliant with company policy.
- **Traceback Commitment:** The company commits to responding fully and within 24 hours to all "traceback" requests from the FCC, law enforcement, or the industry traceback consortium.

5. Internal Do Not Call (DNC) Policy The company maintains a strict, permanent internal Do Not Call list. Any customer or prospect who requests to be placed on this list is added immediately, and their record is permanently suppressed from all future outbound dialing activity. This list is maintained indefinitely to ensure full compliance with consumer preferences and telemarketing regulations.