

Avoid Fines from Violating the Telephone Consumer Protection Act (TCPA)

Why the TCPA matters to you:



You will be **personally liable** for any violations of the TCPA.



Fines can be as much as **\$500 per call or text**, and add up quickly.

Before making your next call or text:



DO NOT use an **automated platform vendor** to call or text potential customers.

DO NOT leave pre-recorded messages.



Check phone numbers against Do Not Call Lists prior to making any calls or texting.



Get prior written consent before calling or texting a number on the **Do Not Call Lists**.

TCPA Myths Dispelled

Myth 1:

"The TCPA applies to calls, not texts."

NOT TRUE. *The TCPA covers both calls and texts.*

Myth 2:

"I checked the Do Not Call (DNC) Lists when I got the number; I'm covered."

NOT TRUE. *Numbers are added to the DNC Lists all the time. If you haven't recently checked the number against the DNC Lists, you must do so before calling or texting.*

Myth 3:

"A friend gave me this person's number, so I don't need to check the DNC Lists."

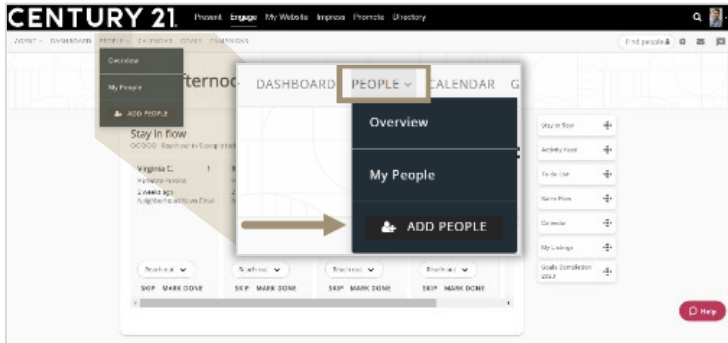
NOT TRUE. *If the person you are going to call or text did not give you the number, you must check the DNC Lists.*

CENTURY 21[®]

Add Contacts to MoxiEngage

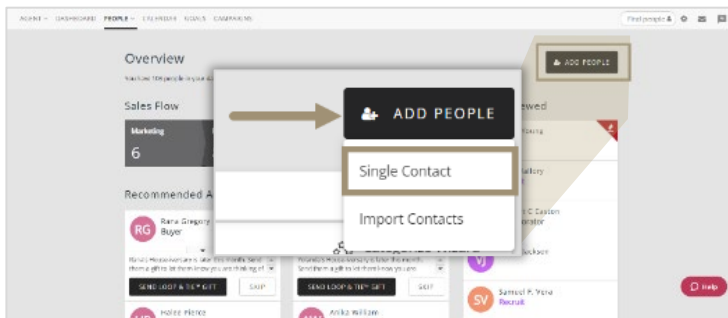
Quickly and easily create a new contact for a client directly in MoxiEngage®. This contact will also appear in your synced email account so you will be able to access their information no matter what contact list you are working with.

To add a new contact, use the **Add People** button. This can be access in 3 locations:



The **People** drop down menu.

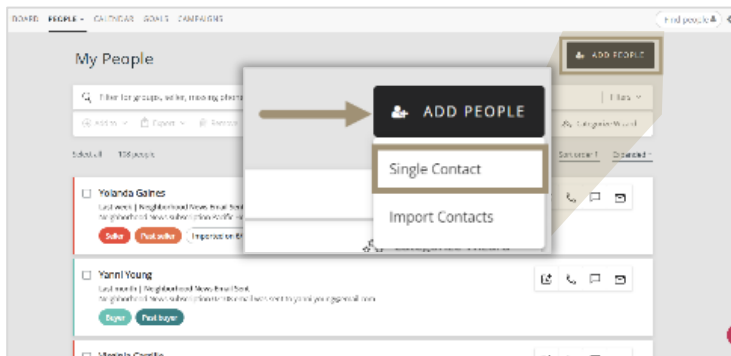
Select **Add People**.



The People **Overview** page.

Click the **Add People** button.

Select **Single Contact** from the drop down.



The **My People** page.

Click the **Add People** button.

Select **Single Contact** from the drop down.

Add all desired **information** in the provided fields.

There are no mandatory fields, however it is recommended you include an email address so that you can take advantage of the MoxiEngage® touchpoints such as Neighborhood News, Listing Announcements and Campaigns.

Click **Done** to save.

Come back to the contact page to edit and update as you get more information about your contact!

The screenshot shows a 'New Person' form with the following sections:

- Name Fields:** First Name, Middle Name, Last Name, Suffix, and Label Name (with a help icon and example text: 'e.g. Mr. and Mrs. Robert Smith').
- Language Preference:** A dropdown menu currently set to 'English'.
- Phone Numbers:** A 'Mobile' section with a 'Phone' input field, a 'remove' button, and an 'add phone' button.
- Email Addresses:** A 'Home' section with an 'Email' input field, a 'remove' button, and an 'add email' button.
- Addresses:** A 'Home' section with a 'Street' input field, a 'remove' button, and a 'P.O. Box' input field.

***If you choose to make contact by phone or text (i) check phone numbers against the federal DNC registry, any state DNC list and your company DNC list (ii) do NOT use autodialers and (iii) do NOT use artificial voice or pre-recorded messages.**

****Emails must follow CAN-SPAM rules. You should also check to make sure you follow the Do Not Email/Unsubscribe Requests.**