

**PROGRAM DIVISION
BULLETIN**

2003-21

July 24, 2003

**Federal “Do Not Call Registry”
and Telemarketing Practices**

The federal government will require any company that utilizes telephone marketing to verify their call-list against a *National Do Not Call Registry*. The Federal Trade Commission, the Federal Communications Commission, and the states will begin enforcing the National Do Not Call Registry on Oct. 1, 2003. We are distributing this notice to our Program Administrators in the event that you may be using telemarketing practices for AIG Program business. If you utilize this marketing technique, you will be required to follow the guidelines with the National Do Not Call Registry. You can visit www.ftc.gov/donotcall for additional information and resources to help you with your compliance.

We realize this National Registry will predominantly affect consumer-oriented personal lines business, however, if you do utilize telemarketing for business which will ultimately be placed with us, we would like to be certain you are in compliance with this new federal policy. If telemarketing is part of your business strategy, please contact your Program Manager for additional information.

Thank you for your cooperation.

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