Georgia Public Service Commission

244 WASHINGTON STREET, SW
ATLANTA, GEORGIA 30334-5701

APPLICATION FOR PERMIT TO USE AUTOMATIC DIALING AND ANNOUNCING DEVICE (ADAD)

IS THIS A RENEWAL APPLICATION? (INSERT X IN THE APPROPRIATE BOX)	YES	x	NO	
IF YES, PLEASE INSERT EXISTING PERMIT NUMBER:				

I. APPLICANT

NAME OF COMPANY	Global Lending Services LLC				
ADDRESS 1	1200 Brookfield Blvd				
ADDRESS 2	Suite 300				
CITY	Greenville	STATE	SC	ZIP CODE	29607
TELEPHONE	864-385-6686	FAX			

EMPLOYEE DESIGNATED TO RECEIVE AND RESPOND TO COMMISSION REQUESTS:					
NAME	Kristen Miller	TITLE	SVP, General Counsel		
ADDRESS 1	Same as above				
ADDRESS 2					
CITY		STATE		ZIP CODE	
TELEPHONE		FAX			
EMAIL ADDRESS					

NOTE: FAILURE TO NOTIFY THE COMMISSION, IN WRITING, WHEN THERE IS A CHANGE IN THE CONTACT PERSON OR ADDRESS(ES) LISTED IN THIS APPLICATION MAY RESULT IN CANCELATION OF PERMIT.

II. AUTOMATIC DIALING AND ANNOUNCING DEVICE

LOCATION OF ADAD EQUIPMENT:					
ADDRESS 1	1033 Jefferson St NW				
ADDRESS 2					
CITY	Atlanta	STATE	GA	ZIP CODE	30318
TELEPHONE		FAX			

NAME OF LOCAL EXCHANGE CARRIER THAT PROVIDES TELEPHONE SERVICE FOR ADAD(S):	Five9, Inc
LIST ALL TELEPHONE NUMBERS FROM WHICH OUTBOUND ADAD CALLS WILL BE MADE:	866-464-0269, 877-298-1345, 877-524-9380, 877-538-2071, 888-508-2188, 866-242-0021, 866-242-0034866-242-2720, 866-242-2750, 866-242-3310, 866-242-3315
NUMBER OF ADADS TO BE USED BY APPLICANT:	One

LIST ALL ADAD EQUIPMENT TO BE USED BY APPLICANT (MANUFACTURERS, MODELS, ETC.)

This is a software-based dialer on the Five9 CCaaS Software system.

EXPLAIN THE PURPOSE(S) FOR WHICH ADAD(S) WILL BE USED:

Global Lending Services LLC ("GLS") is an auto finance company. GLS will call its customers regarding payments due on their vehicle contracts.

Power Mode

The campaign sets how many phone numbers are dialed for each agent and reserves an agent before an outbound call is made.

Progressive Mode

The campaign makes calls to customers for the reserved agents. If a call made for an agent fails, the campaign removes the hold on the agent. The agent can be reserved again by the same campaign or another campaign.

Predictive Mode

Predictive Dialer Campaigns automatically control the pace of outbound calls, based on several statistics, such as average wrap time (AFTER-CALL WORK TIME), average handle time, and abandonment (dropped call percentage). The predictive dialer automates outbound activities and maximizes agent productivity by ignoring unreachable numbers, such as those with busy signals, operator intercepts, noanswers, and do-not-call numbers, and by automatically adjusting the dialing pace. The dialing pace is determined by the predicted agent availability based on historical and short-term statistics, such as call handle and ring times, percentage of answered calls, and dropped call percentage for the last 30 days. The dialer attempts to keep the campaign below the configured dropped call percentage.

Preview Mode

Preview dialing mode allows agents to preview contacts and individually dial their numbers. Instead of automatically dialing numbers from a list and delivering connected calls to agents, an agent receives the contact record before any number is dialed. The agent can review the contact record details before a call is made. Agents can be allowed to skip records which they preview.

PROVIDE THE MESSAGE(S) THAT WILL BE DELIVERED TO CALLED PARTIES USING ADAD(S):

"Hello, this is Global Lending Services. Please return our call at your earliest convenience, and request to speak with an available associate. Our number is 877-298-1345. Our hours of operation are Monday through Thursday, 8am to 8pm, Eastern Standard Time, Friday 8am to 7pm Eastern Standard Time, and Saturday 8am to 12pm Eastern Standard Time. To respond in writing our mailing address is, Attention Customer Relations p o box 1 0 4 3 7, Greenville, South Carolina 2 9 6 0 7. Thank you

EXPLAIN HOW THE DATABASE OF PHONE NUMBERS TO BE DIALED BY THE ADAD(S) WAS OBTAINED AND TO WHAT GROUP(S) THE ADAD MESSAGES WILL BE DIRECTED:
A daily dialing list is generated that includes telephone numbers obtained from the consumer.

HAS THE APPLICANT REGISTERED WITH THE FEDERAL TRADE COMMISSION TO ACCESS THE NATIONAL DO NOT CALL REGISTRY?	YES		NO	X

PLEASE READ COMMISSION RULE 515-12-1-.32: AUTOMATIC DIALING AND ANNOUNCING DEVICE EQUIPMENT (ATTACHED). DOES THE APPLICANT AGREE TO COMPLY WITH ALL PROVISIONS OF THIS RULE?	YES	X	NO	

PLEASE INDICATE THE MANNER IN WHICH THE APPLICANT PLANS TO OBTAIN PRIOR EXPRESS CONSENT FROM THE INDIVIDUALS BEING CALLED IN ORDER TO COMPLY WITH PARAGRAPHS (5), (6), AND (7) OF COMMISSION RULE 515-12-1-.32:
At the time the consumer signs the contract we have obtained 'express consent'

III. AFFIDAVIT

OFFICER OR ATTORNEY/ AGENT:					
NAME	Kristen Miller				
TITLE	SVP, General Counsel				
ADDRESS 1	1200 Brookfield Blvd				
ADDRESS 2	Suite 300				
CITY	Greenville	STATE	SC	ZIP CODE	29607

THE INDIVIDUAL NAMED ABOVE (HEREINAFTER, "APPLICANT") PERSONALLY APPEARED BEFORE THE UNDERSIGNED, AN OFFICER DULY AUTHORIZED TO ADMINISTER OATHS. THE APPLICANT, AFTER FIRST BEING DULY SWORN, DEPOSES AND CERTIFIES THAT HE OR SHE HAS READ THE APPLICATION AND KNOWS THE CONTENTS THEREOF, AND THAT THE STATEMENTS MADE HEREIN ARE TRUE TO THE BEST OF HIS OR HER KNOWLEDGE AND BELIEF.

APPLICANT FURTHER AGREES TO ABIDE BY ALL APPLICABLE LAWS UNDER THE STATE OF GEORGIA, AS CODIFIED IN THE OFFICIAL CODE OF GEORGIA ANNOTATED; ALL APPLICABLE RULES AND REGULATIONS OF THE GEORGIA PUBLIC SERVICE COMMISSION; AND ALL FINDINGS, CONCLUSIONS, TERMS, AND CONDITIONS SET FORTH IN PERTINENT COMMISSION ORDERS.

UNDER PENALTIES OF PERJURY, APPLICANT DECLARES THAT THE STATEMENTS MADE IN THE FOREGOING APPLICATION, INCLUDING ACCOMPANYING STATEMENTS AND ATTACHMENTS ARE TRUE, COMPLETE, AND CORRECT. I UNDERSTAND THAT ANY FALSE OR MISLEADING INFORMATION IN, OR IN CONNECTION WITH, MY APPLICATION MAY BE CAUSE FOR DENIAL OR LOSS OF CERTIFICATE.

SIGNATURE OF AFFIANT

4-11-2023
DATE

SUBSCRIBED AND SWORN TO ME THIS
11th DAY OF April, 20 22.

NOTARY PUBLIC

(SEAL)

GARY P SMITH II
NOTARY PUBLIC
COMM. EXP 03-15-2025
SOUTH CAROLINA