Georgia Public Service Commission

244 WASHINGTON STREET, SW
ATLANTA, GEORGIA 30334-5701

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

Please file the completed application electronically at https://psc.ga.gov/alternative-efile/.

Please also mail a check in the amount of $100.00 payable to the Georgia Public Service Commission and one (1) hard copy of the application and any attachments to:

Ms. Sallie Tanner
Executive Secretary
Georgia Public Service Commission
244 Washington Street, SW
Atlanta, GA 30334-5701

Questions regarding filing procedures should be directed to Sallie Tanner at (404) 463-7747 or stanner@psc.ga.gov.

Questions regarding the application should be directed to Erica Wilson at (404) 651-9402 or ewilson@psc.ga.gov.

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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:	7894			

I. APPLICANT

NAME OF COMPANY	Hyundai Capital America				
ADDRESS 1	3161 Michelson Drive				
ADDRESS 2	Suite 1900				
CITY	Irvine	STATE	CA	ZIP CODE	92612
TELEPHONE	(949) 468-4000	FAX	(949) 468-4001		

EMPLOYEE DESIGNATED TO RECEIVE AND RESPOND TO COMMISSION REQUESTS:					
NAME	Aoife Jolicoeur	TITLE	Manager, Licensing & Examinations		
ADDRESS 1	3161 Michelson Drive				
ADDRESS 2	Suite 1900				
CITY	Irvine	STATE	CA	ZIP CODE	92612
TELEPHONE	(714) 369-1305	FAX	(714) 368-7816		
EMAIL ADDRESS	Licensing@hcs.com				

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	See attached – Exhibit 1.				
ADDRESS 2	--				
CITY	--	STATE	--	ZIP CODE	--
TELEPHONE	--	FAX	--		

NAME OF LOCAL EXCHANGE CARRIER THAT PROVIDES TELEPHONE SERVICE FOR ADAD(S):	Noble Systems Communication
LIST ALL TELEPHONE NUMBERS FROM WHICH OUTBOUND ADAD CALLS WILL BE MADE:	See attached – Exhibit 2.
NUMBER OF ADADS TO BE USED BY APPLICANT:	2

LIST ALL ADAD EQUIPMENT TO BE USED BY APPLICANT (MANUFACTURERS, MODELS, ETC.)
Manufacturer: Alvaria, Inc. Model, Computer Program: Alvaria CX f/k/a Noble Enterprise

EXPLAIN THE PURPOSE(S) FOR WHICH ADAD(S) WILL BE USED:
The dialer is used to facilitate outbound calls and Short Message Service (SMS) messages to specific Hyundai Capital America (HCA) customers, primarily for the purpose of collections outreach. This cloud solution helps HCA achieve efficiencies and maintain compliance for our call center operations centers.

PROVIDE THE MESSAGE(S) THAT WILL BE DELIVERED TO CALLED PARTIES USING ADAD(S):
See attached – Exhibit 3.

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:
When an HCA customer fills out their credit application, they consent to receiving phone calls from HCA related to their application and/or account, once established. Phone numbers are provided to HCA by HCA customers and entered in HCA's Customer Relationship Management (CRM) system. The ADAD uses numbers from the CRM system to place calls. Messages relayed to customers whose account balances are past due.

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:
As referenced above, HCA obtains prior express consent by obtaining the customer's signature consenting to receive phone calls from HCA prior to placing calls to any individual applicant or customer.

EXHIBIT 1
ATTACHMENT TO APPLICATION FOR PERMIT TO USE AUTOMATIC DIALING AND ANNOUNCING DEVICE (ADAD)

II. AUTOMATIC DIALING AND ANNOUNCING DEVICE – LOCATION OF ADAD EQUIPMENT:

Location #1:

55 Marietta Street, Suites 570 & 800
Atlanta, GA 30303

Location #2:

Equinix IBX DC12
44790 Performance Cir
Ashburn, VA 20147

EXHIBIT 2

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

II. AUTOMATIC DIALING AND ANNOUNCING DEVICE – LIST ALL TELEPHONE NUMBERS FROM WHICH OUTBOUND ADAD CALLS WILL BE MADE:

678.905.2890
714.369.1890
800.273.4413
800.523.4030
800.523.7020
800.532.4030
844.241.2291
844.250.3082
844.363.7477
844.363.7472
844.363.7478
844.367.4773
844.380.4510
844.417.2180
844.613.5269
844.640.9940
844.805.2915
844.837.1861
844.875.7583
855.869.4477
866.204.2148
866.224.7936
866.305.1178
866.331.5632
866.344.5632
866.386.1118
866.523.9204
866.771.3663
866.801.9435
866.812.0561
877.250.4285
877.261.5644
877.489.9540
877.634.3103
877.781.1231
877.847.9885
877.890.3009
949.111.1111
972.590.3602
972.590.3605
972.590.3608
972.590.3609
972.590.3615
972.590.3620
972.590.3624
972.590.3631
972.590.3639
972.590.3641
972.590.3704
972.590.3708
972.590.3709
972.590.3712
972.590.3714
972.590.3723
972.590.3725
972.590.3728
972.590.3730
972.590.3735

EXHIBIT 3

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

II. AUTOMATIC DIALING AND ANNOUNCING DEVICE – PROVIDE THE MESSAGE(S) THAT WILL BE DELIVERED TO CALLED PARTIES USING ADAD(S):

Below are the following messages that are delivered to called parties using ADAD(s):

- This message is from (Hyundai Motor Finance / Kia Finance America) on behalf of Hyundai Capital America calling regarding your leased vehicle. Please return our phone call at (1-866-771-3663 / 1-800-273-4413). Once again this message is from (Hyundai Motor Finance / Kia Finance America) on behalf of Hyundai Capital America. Please return our phone call at (1-866-771-3663 / 1-800-273-4413) or mail us at [MAILING ADDRESS]. Thank you.
- This message is from Hyundai Motor Finance on behalf of Hyundai Capital America calling regarding your vehicle. Please return our phone call at 1-800-523-7020 or mail us at PO Box 650805, Dallas, TX 75265. This message is a recording. Thank you.
- This message is from Kia Finance America on behalf of Hyundai Capital America calling regarding your vehicle. Please return our phone call at 1-866-344-5632 or mail us at PO Box 650805, Dallas, TX 75265. This message is a recording. Thank you.
- This message is from Genesis Finance on behalf of Hyundai Capital America calling regarding your vehicle. Please return our phone call at 1-844-363-7477 or mail us at PO Box 650805, Dallas, TX 75265. This message is a recording. Thank you.

Below are the following messaged delivered via SMS to called parties:

- From Hyundai Motor Finance; Payment Due {Past_Due_Date} is Past Due; Please go to www.hmfusa.com/Login or call 1-844-220-1762 to pay. Reply STOP to opt-out
- From Kia Finance America; Payment Due {Past_Due_Date} is Past Due; Please go to www.kmfusa.com/login or call 1-844-220-1762 to pay. Reply STOP to opt-out
- From Genesis Finance; Payment Due {Past_Due_Date} is Past Due; Please go to www.genesisfinanceusa.com/Login or call 1-844-220-1762 to pay. Reply STOP to opt-out
- From Hyundai Motor Finance; Despite attempts to contact you, your account is 60 days past due. Call us at 18442201762. Reply STOP to opt-out.
- From Kia Finance America; Despite attempts to contact you, your account is 60 days past due. Call us at 18442201762. Reply STOP to opt-out.
- From Genesis Finance; Despite attempts to contact you, your account is 60 days past due. Call us at 18442201762. Reply STOP to opt-out.
- From Hyundai Motor Finance; You have not made required payment and your account is 70+ days past due. Call 18442201762. Reply STOP to opt-out.
- From Kia Finance America; You have not made required payment and your account is 70+ days past due. Call 18442201762. Reply STOP to opt-out.
- From Genesis Finance; You have not made required payment and your account is 70+ days past due. Call 18442201762. Reply STOP to opt-out.
- From Hyundai Motor Finance; Repossession steps started per terms and conditions of your contract, call 18442201762 now. Reply STOP to opt-out.
- From Kia Finance America; Repossession steps started per terms and conditions of your contract, call 18442201762 now. Reply STOP to opt-out.
- From Genesis Finance; Repossession steps started per terms and conditions of your contract, call 18442201762 now. Reply STOP to opt-out.

EXHIBIT 3

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

- From Hyundai Motor Finance; Payment Due {LMS_TERMDATE_CalcPlus20Days} is Past Due; Please go to www.hmfusa.com/Login or call 1-866-771-3663 to pay. Reply STOP to opt-out
- From Kia Finance America; Payment Due {LMS_TERMDATE_CalcPlus20Days} is Past Due; Please go to www.kmfusa.com/login or call 1-800-273-4413 to pay. Reply STOP to opt-out
- From Hyundai Motor Finance; Lease vehicle property tax is past due; Please go to www.hmfusa.com/Login or call 1-844-640-9940 to pay. Reply STOP to opt-out
- From Kia Finance America; Lease vehicle property tax is past due; Please go to www.kmfusa.com/Login or call 1-844-875-7583 to pay. Reply STOP to opt-out

GPSC Rule 515-12-1-.32

Automatic Dialing and Announcing Device Equipment

(1) As used in Utility Rule 515-12-1-.32, the phrase "ADAD equipment" shall mean any device or system of devices that is used, whether alone or in conjunction with other equipment, for the purpose of automatically selecting or dialing telephone numbers and disseminating pre-recorded messages to the numbers so selected or dialed.

(2) Any person desiring to use ADAD equipment in this state shall make application for a permit to the Georgia Public Service Commission on forms prescribed by the Commission and shall pay the administrative fee assessed by that agency for such permit. Permits shall be renewed biennially as prescribed by the Commission and upon payment of a renewal fee. Permits shall be subject to suspension or revocation for any violation of Commission Rules or O.C.G.A. §§ 46-5-27 and 46-5-23.

(3) Upon receipt of an application for an ADAD equipment permit, the Commission may, in its discretion, conduct a hearing on the application. In the event that a hearing is scheduled by the Commission, notice thereof shall be given to the applicant at least ten days in advance of the date assigned for the proceeding. After considering the application, the Commission may approve it as filed, approve it with conditions or deny it in its entirety. Upon approval of the application, a permit shall be issued in the form identified as "Permit to Use Automatic Dialing and Announcement Devices."

(4) Persons using ADAD equipment for the purpose of advertising or offering for sale, lease, rental, or as a gift any goods, services, or property, either real or personal, primarily for personal, family, or household use or for the purpose of conducting polls or soliciting information must do so under the following conditions:

(a) Consent shall be received prior to the initiation of the calls as specified in paragraphs (5), (6), and (7).

(b) No calls will be placed between the hours of 9:00 p.m. and 8:00 a.m.

(c) Equipment used to place such calls shall be equipped with an automatic clock and calendar device which will operate, even in the event of power failure, to prevent unattended operation in violation of the time limitations set forth herein.

(d) No numbers will be called in either sequential or random fashion. Sequentially placed calls refer to those calls automatically dialed by successively increasing or decreasing integers, or similar methods. Randomly placed calls refer to those calls automatically dialed to a telephone number where no prior relationship exists between the calling and the called party.

(e) The telephone number given to the called party to contact must be one which during normal business hours must be promptly answered in person by a person who is an agent of the person on whose behalf the calls are made and who is willing and able to provide information on the call.

(f) The equipment shall be programmed or utilized in such a manner as to automatically disconnect a called party's line not later than ten seconds after the called party fails to give consent for playing a recorded message or hangs up.

(g) Within 25 seconds after the called party answers and at the conclusion of the call, the name and telephone number of the individual or firm making or paying for the call, including but not limited to the name of the individual or firm on whose behalf the call is made, must be clearly stated.

(h) No calls will be placed to persons or firms whose telephone numbers have been omitted from directories published by local exchange companies serving these customers at the request of such persons or firms.

(i) No calls will be placed to organizations providing emergency services including, but not limited to, hospitals, nursing homes, fire departments, and law enforcement agencies.

(5) Any person wishing to receive telephone calls through the use of ADAD equipment shall give his or her written permission to the person using, employing or directing another person to use, or contracting for the use of such ADAD equipment.

(6) This consent will be valid for two years from the date on which it is executed unless sooner withdrawn. A record of such written consent must be maintained by the person to whom consent is given, and made available to the Commission or its authorized representative during normal business hours and following reasonable notice. This consent shall be withdrawn fifteen days following receipt of the letter of withdrawal.

(7) A person may give consent to a call made with ADAD equipment when a live operator introduces the call and states an intent to play a recorded message. This consent applies only to one particular call and shall not constitute prior consent to receive further calls through the use of such ADAD equipment.

(8) Persons authorized to operate or use Automatic Dialing and Announcing Device equipment are not subject to the restrictions set forth in subparts (4)(b), (c), (d), (e), (f), and (g) of Utility Rule 515-12-1-.32 in instances in which:

(a) Calls are made with ADAD equipment by a nonprofit organization, or by an individual or entity, using such calls other than for commercial profit-making

purposes, and the calls do not involve the advertisement or offering for sale, lease, or rental of goods, services, or property;

(b) Calls made with ADAD equipment relate to payment for, service of, or warranty coverage of previously ordered or purchased goods or services; or

(c) Calls made with ADAD equipment relate to collection of lawful debts.

(9) Any person who operates or uses Automatic Dialing and Announcing Devices in violation of the provisions set forth in Utility Rule 515-12-1-.32 will be subject to disconnection of telephone service if the violation does not cease within 10 days from the date of notification to that person.

(10) No person authorized to operate or use Automatic Dialing and Announcing Device equipment shall do so in a manner that violates the requirements of the state or federal "Do Not Call" rules and laws.

Cite as Ga. Comp. R. & Regs. R. 515-12-1-.32
Authority: O.C.G.A. Secs. 46-5-23, 46-5-27.
History. Original Rule entitled "Automatic Dialing and Announcing Device Equipment" adopted. F. July 14, 2003; eff. Aug. 3, 2003.
Amended: F. Feb. 16, 2004; eff. Mar. 7, 2004.

III. AFFIDAVIT

OFFICER OR ATTORNEY/ AGENT:					
NAME	Andrea J. Gildea				
TITLE	Secretary				
ADDRESS 1	3161 Michelson Drive				
ADDRESS 2	Suite 1900				
CITY	Irvine	STATE	CA	ZIP CODE	92612

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.

Andrea J Gildea
SIGNATURE OF AFFIANT

June 4, 2024
DATE

SUBSCRIBED AND SWORN TO ME THIS

_____ DAY OF _____, 20 _____.

See Attached Certificate

(SEAL)

_____
NOTARY PUBLIC

CALIFORNIA JURAT GOVERNMENT CODE § 8202

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California

County of Orange

Subscribed and sworn to (or affirmed) before me on this 4th (Date) day of June (Month), 2024 (Year), by

(1) Andrea J. Gildea ----------

(and (2) ----------),
Name(s) of Signer(s)

proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.



Place Notary Seal and/or Stamp Above

Signature Linda Syharath
Signature of Notary Public

OPTIONAL

Completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document

Title or Type of Document: Georgia Public Serice Commission - Application for Permit to Use Automatic Dialing and Announcing Device (ADAD) - Renewal

Document Date: -- Number of Pages: --

Signer(s) Other Than Named Above: No other signers.

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