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:	0237G			

I. APPLICANT

NAME OF COMPANY	CarMax Business Services, LLC d/b/a CarMax Auto Finance				
ADDRESS 1	225 Chastain Meadows Court				
ADDRESS 2	Suite 210				
CITY	Kennesaw	STATE	GA	ZIP CODE	30144
TELEPHONE	770-795-4750	FAX	770-423-7980		

EMPLOYEE DESIGNATED TO RECEIVE AND RESPOND TO COMMISSION REQUESTS:					
NAME	Sherry Williams	TITLE	Paralegal II		
ADDRESS 1	225 Chastain Meadows Court				
ADDRESS 2	Suite 210				
CITY	Kennesaw	STATE	GA	ZIP CODE	30144
TELEPHONE	770-792-4750	FAX	770-423-7980		
EMAIL ADDRESS	SalesFinanceLicensing@carmax.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 WILL RESULT IN CANCELATION OF THE APPLICATION OR SUBSEQUENT CERTIFICATE OF AUTHORITY.

II. AUTOMATIC DIALING AND ANNOUNCING DEVICE

LOCATION OF ADAD EQUIPMENT:					
ADDRESS 1					
ADDRESS 2					
CITY		STATE		ZIP CODE	
TELEPHONE		FAX			

NAME OF LOCAL EXCHANGE CARRIER THAT PROVIDES TELEPHONE SERVICE FOR ADAD(S):	
LIST ALL TELEPHONE NUMBERS FROM WHICH OUTBOUND ADAD CALLS WILL BE MADE:	Please see attached list.
NUMBER OF ADADS TO BE USED BY APPLICANT:	

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

We will now be using a 3rd party provider and a cloud-based system. Pursuant to our conversations with the Telecom Division, at Georgia Public Service Commission and the instructions received, I am providing the company name, cloud-based system name and address. Company: Genesys Cloud Services, Inc.

Cloud-based product: Genesys Cloud CSX

Address: 1302 El Camino Real, Ste 300, Menlo Park, CA 94025

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

Production dialer

QA for testing purposes

Disaster Recovery

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

Early and Late Collections - English (All States)

"This is a message from CarMax Auto Finance. Please call us back at 1-800-337-3612. We are available to accept your call Monday through Friday 8am to 10pm and Saturday 9am to 6pm Eastern time. If you would like to contact us by mail our address is P.O. Box 440609, Kennesaw, GA 30160. Thank you."

Early and Late Collections - Spanish (All States)

"Este es un mensaje de CarMax Auto Finance. Vuelva a llamarnos al 1-800-337-3612. Estamos disponibles para aceptar su llamada de lunes a viernes de 8 a. m. a 10 p. m. y los sábados de 9 a. m. a 6 p. m., hora del Este. Si desea contactarnos por correo nuestra dirección es P.O. Box 440609, Kennesaw, GA 30160. Gracias"

All other Collection Groups (All States)

"This is a message from CarMax Auto Finance. Please return our call immediately at 1-800-337-3612. We are available to accept your call Monday through Friday 8am to 10pm and Saturday 9am to 6pm Eastern time. If you would like to contact us by mail our address is P.O. Box 440609, Kennesaw, GA 30160. 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:

We obtained the phone numbers from our customers via Credit Application at the point of sale, via our website when customers update their profile, or orally when we speak with the customer.

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:

We obtain prior express consent via A) language in our Retail Installment Contract noting customer providers consent to call on numbers provided; B) Terms of Use/Alert on website letting the customer know they consent to contact; and C) asking the customer "May we contact you at this number" when we receive a new phone number from our customer.

III. AFFIDAVIT

OFFICER OR ATTORNEY/ AGENT:					
NAME	Jon Daniels				
TITLE	Senior Vice President				
ADDRESS 1	225 Chastain Meadows Court				
ADDRESS 2					
CITY	Kennesaw	STATE	GA	ZIP CODE	30144

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

March 4, 2025

DATE

SUBSCRIBED AND SWORN TO ME THIS

4th DAY OF March, 20 25.

NOTARY PUBLIC

(SEAL)

AMY C BILLINGS
NOTARY PUBLIC
MY COMMISSION EXPIRES
OCTOBER 16, 2025
CHEROKEE COUNTY, GEORGIA

ADAD Telephone Numbers with Genesys – County for all telephone numbers is Cobb

770-792-4750
770-308-1236
770-308-1237
770-308-1238
770-308-1239
770-308-1240
770-308-1241
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