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		NO	X
IF YES, PLEASE INSERT EXISTING PERMIT NUMBER:	2725414 GPSC file 0237G			

I. APPLICANT

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

Company: Genesys Cloud Services, Inc.

Cloud-based product: Genesys Cloud CSX

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

In addition to Genesys Cloud Services, Inc., we will also be using another 3rd party provider and cloud-based system. The new additional cloud-based system:

Company: Skwid Inc (dba Salient)

Cloud Based Product: Taylor

Address: 1700 Montgomery St #301 San Francisco CA 94111

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

Genesys Cloud Services, Inc. will be used for Production dialer, QA for testing purposes, and Disaster Recovery.

Skwid Inc (dba Salient) will be used for early collection.

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

Genesys Cloud Services, Inc:

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."

Skwid Inc (dba Salient) :

"This message is from Maxine at CarMax Auto Finance. Please return my call at 1-833-422-2544.
You can reach me between the hours of 8 am to 10 pm Monday through Friday, and 9am to 6pm Saturday Eastern time".

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 a 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 Retal 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	President				
ADDRESS 1	225 Chastain Meadows Ct				
ADDRESS 2	Suite 210				
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.

Jon Daniels
SIGNATURE OF AFFIANT

APRIL 28, 2026
DATE

SUBSCRIBED AND SWORN TO ME THIS
28th DAY OF APRIL, 2026.

Melissa D. Hall
NOTARY PUBLIC

(SEAL)
MELISSA D. HALL
NOTARY PUBLIC
REGISTRATION # 7135931
COMMONWEALTH OF VIRGINIA
MY COMMISSION EXPIRES JANUARY 31, 2027

ADAD Telephone Numbers with Skwid Inc. (dba Salient) County for telephone numbers is Goochland County

- 804 583 0099
- 804 728 2517
- 804 799 0052
- 888 490 0362
- 888 703 0429

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
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