

### Suggestions for Call Center Representatives Performing Age Verification

Veratad's age verification process relies on matching of personal information you collect from prospects during the phone interview process. In order to verify age, Veratad accesses billions of public records from many trusted and verified data sources to make this match (we never store or use this information for any other purpose). For that reason, it is important you carefully collect this information.

Here are a few process suggestions when collecting personal information and what to do if you are unable to age verify using our IDresponse Platform.

#### **First Verification Attempt**

"...In order to process your request I will need to gather some information" (DO NOT SUGGEST IN ADVANCE THE INFORMATION SOURCE- i.e. drivers license voting or social security- just ask in general for their personal info)

**BEFORE SUBMITTING FIRST VERIFICATION REQUEST-** After collecting the personal information, "read back" to the prospect the information they provided for confirmation:

"....before we process your request I just want to be sure I have all your information correctly entered in our system..." *Spell out loud first name, last name, street name, city, DOB, zip code and check state. If all is in order,*  
**PROCESS AGE VERIFICATION REQUEST**

#### **Subsequent Verification Attempt (upon failure of first attempt)**

When you are unable to verify age on a first attempt, it may be because we don't find the individual or it may be due to a discrepancy in the input of personal information with the information found in our data sources. If you are confident there were no input errors on the first attempt, then there are two other common causes for verification failure.

**Address discrepancies-** when people move it takes time for public records to catch up; in some cases this can take weeks or even months.

**Name discrepancies-** some people have complex or uncommon names that they change for convenience to more familiar names or nick names. Sometimes these names find their way into public records and sometimes individuals use them so often they forget to give you this alternate information. It is also possible that someone is recently married and a maiden name may be the cause of failure.

**BEFORE SUBMITTING A SECOND VERIFICATION REQUEST-** re-populate or refer/return to initial entry screen and begin again.

"....I apologize for the delay, it appears our system was unable to process my request and so I would like to double check with you the information I entered..." (Read again the first attempt information provided; if the prospect confirms this information, then asking these questions may reveal an alternate entry you can use for verification.

1. Has your last name changed in the past 6 months, or is there an alternate last name you may be associated with at the address you provided?
2. Do you have a nick name or alternate first name?
3. Is the address you provided the one most likely found in public records? If not, what is that address?
4. Have you recently moved? Do you use an alternate address or perhaps you have previous address we can use?

**PLEASE REFER TO YOUR SPECIFIC COMPANY PROCEDURES  
THESE SUGGESTIONS ARE FOR REFERENCE ONLY**