

Farm Family Casualty Insurance Company
Farm Family Life Insurance Company
United Farm Family Insurance Company

Do-Not-Call Policy

Farm Family and its independent contractor insurance agents (“agents”) use the telephone as one important way to communicate with our customers and prospective customers. Because we wish to respect the wishes of our customers and prospective customers and intend to comply with state and federal laws, it is the policy of Farm Family:

- **not to** make a telephone solicitation call (as defined below) to any person who has expressed a desire to us not to receive such calls; and
- **not to** make a telephone solicitation call to any person on a state or federal do-not-call list except as permitted by law.

A “telephone solicitation call” is any call that is made for the purpose of soliciting the sale of any insurance product or service that we provide, but does not include a call made solely for servicing purposes. Farm Family or its agents may call persons listed on a Do-Not-Call list for non-solicitation purposes such as billing and other service related matters as permitted by law.

Farm Family maintains a Do-Not-Call list. Farm Family’s Do-Not-Call list contains the telephone numbers and names, if provided, of persons who have told Farm Family or our agents that they do not want to receive any telephone solicitation calls from Farm Family Life Insurance Company, Farm Family Casualty Insurance Company or United Farm Family Insurance Company.

Anyone may be placed on Farm Family’s Do-Not-Call list by:

- directing a request to a Farm Family agent; or
- contacting the Farm Family Home Office by Phone: 1-800-THE-FARM; or by Mail: Farm Family - Attention: Corporate Secretary, P.O. Box 656 Albany, NY 12201-0656

The request must include the 10-digit telephone number that is not to be called and may include the person’s name, if desired.

Once a request is received, Farm Family will add the telephone number and name, if provided, to Farm Family’s Do-Not-Call list. Farm Family will honor requests not to be called within 30 days of receipt. Telephone numbers and names, if provided, are maintained on Farm Family’s Do-Not-Call list for five years, unless Farm Family receives a written request to sooner remove the telephone number from the Farm Family Do-Not-Call list. If a person’s telephone number changes, another request must be submitted to have the new number added to Farm Family’s Do-Not-Call list.

Farm Family intends to comply with all State and Federal Do-Not-Call laws and regulations and expects its agents to also comply. Any questions concerning Farm Family’s Do-Not-Call Policy may be directed to:

**Farm Family - Attention: Corporate Secretary
P.O. Box 656
Albany, NY 12201-0656**