COMPLIANCE TRENDS TO WATCH OUT FOR IN 2015

TOP 5 ISSUES CAUSING POTENTIAL VIOLATIONS

ON THE WEB

USE OF BANNED TERMS
Advance Your Career
Cheap
Military Benefits

MISSING INFORMATION
Credit Card Terms
Required Disclosures

IN CONTACT CENTERS

USE OF BANNED TERMS
Financial Aid
Guarantee
Loans

MISSING DISCLOSURES
"Your call may be monitored"
"No purchase required"

COMPLIANCE BY INDUSTRY
PERCENTAGE OF URLs WITH POTENTIAL VIOLATIONS FOUND

91%
FINANCE

76%
EDUCATION

72%
CREDIT CARD

66%
CREDIT MONITORING

24 BILLION
COMPLIANCE RULE CHECKS

43%
OF WEBPAGES STILL FAIL TO MEET NEW TCPA RULES