

These comments are in addition to VoiceLog's earlier comments are address and issue which we neglected in those earlier comments: whether the sales representative should be allowed to stay on the line during the verification.

Our position is that as long as the verification is audiotaped there is no reason to prohibit the presence of the sales representative. Our reasons are three-fold:

- 1) The sales representative can answer questions if the customer has any. In fact, knowing that the discussion is being recorded, the customer can question the sales person on things that may have been said during the sales call.
- 2) As long as the sales person does not attempt to unduly influence the customer during the verification there is no reason to prohibit the sales person's involvement. For example, with automated verification, the sales person could repeat the question if the customer did not hear it correctly.
- 3) Preventing the sales representative from the verification is inconsistent with Letters of Agency, since the sales person is with the customer when the LOA is being signed.

For all these reasons, we believe sales representatives should be allowed on the call during the verification.