



CPNI PRECAUTIONS

1. Limited keyed access to our building.
2. Customer information resides in a locked area with access limited to certain employees.
3. All data bases are password protected with a programming of random rotating password generation.
4. HBBLP sends out a CPNI statement to its customers every year by US Postal Service.
5. CSR's and new CRS's are educated about "pretexting" and how to educate our customers and how to protect our customers from CPNI abuse.

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