



Certified Partner Program: Teleservices Independent Verification November 30, 2022

Company:

Company Name and Address:	Graven, Austin and Drake Inc. (GAD) 5445 Mark Dabling Boulevard, Suite 100 Colorado Springs, CO 80918
URL for Company:	https://www.gad-inc.com/

Company Overview

Graven, Austin & Drake, Inc. (GAD) was founded in 1991 and provides business outsourcing services. The Company offers inbound, outbound, email, and chat support. GAD began as an outbound call center supporting publishers and remains active in the publishing sector. With over 1 million completed trade publication requests in 2022, GAD has become a leader in the industry for controlled publication telemarketing. Publishing clients rely on GAD to provide quality publication requests. GAD offers both Domestic and Nearshore options for publishers; generating strength through redundancy. Nearshore operations are based in Kingston, Jamaica while their Domestic centers operate in three separate time zones providing ample coverage when calling nationwide.

Scope of Review for Certification	Compliance Status
Administration	Satisfactory
Data Management – Acquisition / Maintenance	Satisfactory
Data Management – Record Access	Satisfactory
Data Management – Retrieval	Satisfactory
Data Management – Archiving	Satisfactory
Data Management – Removal	Satisfactory
Data Management – Platform Access	Satisfactory
Reporting	Satisfactory
Independent Validation	Satisfactory

Statement of Verification Provider

BPA Worldwide has reviewed the Graven, Austin & Drake (GAD) policies, processes, technologies, and controls for conformance to the BPA Worldwide standards for audience qualification.

Our examination included reviews of Data Acquisition, Data Maintenance, Record Access, Data Retrieval, Data Archiving, Data Removal, Internal and External Reporting, Quality Control and Administrative functions. The examination included those procedures we considered necessary, in the circumstances, to obtain a reasonable basis for rendering our opinion.

Based on our review, we are not aware of any material modifications that should be made to the GAD process for acquiring, recording, tracking, and reporting subscriber and audience data.

This review of the GAD Platform is as of November 30, 2022. Any projection of such information to the future is subject to the risk that, because of change, the policies and procedures may no longer portray the system in existence at the time of our review.

BPA Worldwide

November 30, 2022